



## **RISK ASSESSMENT, LEGAL REQUIREMENTS AND STUDIO TOUR INFORMATION**

### **Public Liability**

Studio Tour is covered by Public Liability Insurance to the amount of £5,000,000.

### **Studio Tour Staff identification**

All Studio Tour staff wear face coverings, name badges & uniforms for easy identification.

They are on hand to assist with any questions.

A policy exists for all Studio Tour staff that have contact with children in a classroom to have enhanced Disclosure and Barring Service (DBS) checks.

### **Security**

Studio Tour has a dedicated security team who deal with security issues on site.

The team is also trained to deal with emergency incidents that may arise.

All visitors will be subject to a security check on arrival at the tour.

Bags searches and personal searches are in operation on arrival and throughout the tour if required.

### **Prohibited items**

Certain items are prohibited from entering the tour including knives and bladed weapons, alcohol or illegal drugs, CS/pepper spray, scissors, cutlery, compasses or anything which could be considered a security risk.

Items found will be confiscated and illegal items will not be returned.

A full list of prohibited items can be found on our [website](#).

## **RISKS**

### **Spread of Covid-19 Coronavirus**

If anyone is displaying symptoms of Covid-19 then they should not visit the tour.

All visitors & staff to wear non-medical face masks or face coverings.

Cars parked in every other bay.

School pupils to be organised into smaller groups with adult supervision which they are to stay in throughout their visit.

Pictorial signage advising on Covid-19 safety measures in place to accommodate all types of learning.

Staff will request any visitors failing to adhere to social distancing requirements to observe the required guidance.

If an individual on site is taken ill and displays symptoms associated with Covid-19, they will be attended to by trained first responders.

Studio Tour operating at a reduction of available ticket capacity.

Lifts reduced to single occupancy with priority for those with specific need.

Classroom seating organised so that social distancing can be maintained.

Lessons & workshops delivered 'lecture style' to maintain social distancing.



Clear viewing areas indicated for viewing exhibits where pinch points exist to reduce congestion & allow safe distancing.

One-way free flow of visitors through walking routes to prevent unnecessary congestion.

Alternate toilet cubicles and urinals available to provide separation between users.

Visitor cloakroom will not operate if 2m social distancing is implemented.

Café seating arranged to allow required social distancing to be maintained once seated.

Test & trace in operation in cafés.

Perspex screens to be installed at physical till points or assistance points.

Card payments only to reduce cash handling.

Card payment machines cleaned regularly.

### **Spread of infection through contact surfaces**

Classrooms organised to minimise touchpoints and social distancing in place.

All surface touch points to be cleaned on a scheduled basis where frequency is matched to use, in addition to existing cleaning regimes.

Virucidal disinfectant cleaning products to be used for common touch points.

Hand sanitizer available throughout the attraction.

Overnight deep cleaning schedule in operation for high traffic areas.

Clearly signposted bins to be available for visitors to discard single use masks or face coverings.

Dress up robes will not be provided to visitors for attraction photography experiences while 2m social distancing recommended.

### **Infection with / spread of COVID-19 due to hand contamination**

Hand washing facilities to be clearly signposted to visitors & additional hand sanitizer stations to be located throughout the tour.

Card payment only at till points.

### **Parking at Studio Tour & Coaches**

There are designated drop-off points for coaches at Studio Tour.

There is no requirement for children to cross any busy public roads.

Care should be taken when crossing the car park.

There are designated routes for pedestrians.

### **Slips/trips/falls**

Trips may be caused by: looking at the displays and not at the floor; wet flooring in the outside area; uneven paved areas in the Great Hall and Diagon Alley; uneven soft flooring and low lighting levels in the Forbidden Forest; a high viewing platforms; climbing on and off equipment in the Green Screen interactive element of the tour.

### **Reduced lighting**

Care should be taken due to reduced lighting in certain areas. Please speak to a member of Studio Tour staff if you have any concerns.



### **Enclosed spaces**

Some parts of Studio Tour could make individuals feel confined due to low lighting, however no area can be defined as a confined space.

### **Emergency planning/fire safety**

Studio Tour has a contingency plan in the event of an emergency. The emergency plan has been developed in conjunction with the local emergency services and there are regular meetings with the local emergency services.

### **Lost children**

Children should approach a member of staff if they are lost or become separated from their group. If a teacher cannot find a pupil speak to a member of staff who will use the radio communication system to assist to locate.

School groups are given wristbands on arrival for easy identification and all school groups are held at the end of the tour unless a teacher is present.

## **VISIT INFORMATION**

### **Supervision of children**

Adult supervision of under 16's is required at all times.

Our suggested ratio is one adult per five children aged under eleven and one adult per ten children aged eleven and over. Subject to change depending on government guidelines.

No climbing is permitted on barriers around the tour and children should walk, not run, at all times, particularly on the ramps.

Children are expected to behave well while in the Studio Tour.

Staff will instruct children to behave well if necessary.

Teachers are expected to supervise their groups and ensure the safety of their students.

### **Studio Tour signposting**

Studio Tour is well sign-posted and led by Warner Bros. staff in places.

Studio Tour follows a one-way set path.

### **First Aid**

Medical supplies and first aid-trained staff are located throughout Studio Tour. First aid facilities are in J Stage.

### **Additional needs**

Please contact Visitor Services Team at Studio Tour for specialist support if required. Tel: 0345 084 0900.

Please find further information about accessibility for students with additional needs [here](#).





### **Eating facilities**

Food and drinks are available in the Studio Café and Backlot Café which serve a variety of healthy, hot and cold meals, as well as a wide range of refreshments.

Picnic tables are available next to the coach park and in the Backlot.

Food and drink can be consumed only in these designated locations and not inside Studio Tour.

### **Welfare facilities**

Toilets are located at various locations within Studio Tour.

### **Additional costs**

There are two cafés, photographic opportunities and three gift shops at the Studio Tour.

Digital Guides and Souvenir Guidebooks are also on sale.

Full terms and conditions and our Privacy Policy are available on our website on

[www.wbstudiotour.co.uk](http://www.wbstudiotour.co.uk).

Warner Bros. Studios Leavesden Limited incorporated and registered in English with company number 330764 whose registered office is at 98 Theobald's Road, London WC1X 8WB ("we") provides the Warner Bros. Studio Tour London to paying visitors ("you").

Please read these terms and conditions carefully before buying a ticket to the Studio Tour (as defined below) ("Ticket").

By buying a Ticket you agree to be bound by these terms and conditions.

Warner Bros. Studio Tour London is a behind-the-scenes walking tour which immerses visitors into the world of film-making, featuring authentic sets, costumes and props from the Harry Potter film series (the "Studio Tour").

The Studio Tour is located 20 miles from Central London at Warner Bros. Studios Leavesden where the Harry Potter movies were filmed.

The purpose of this document is to enable schools/groups to use the information provided for the development of visit risk assessments in order to satisfy the obligations placed by the Health and Safety at Work Act and the Management of Health and Safety at Work Regulations.

WARNER BROS. STUDIO TOUR does not accept liability for any omissions to this list.

Control measures indicated are recommendations only and must be adapted/amended by group organisers.

Please ensure adequate supervisors are appointed for the number in your group.

Please contact us at [learning@wbstudiotour.co.uk](mailto:learning@wbstudiotour.co.uk) if you have any further questions.

