



## **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 name badges 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

### **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, on the Hogwarts Bridge and on Diagon Alley; uneven soft flooring and low lighting levels in the Forbidden Forest; 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, school groups will be stopped by a member of Studio Tour staff if no teacher is present with the group.

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

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 sanitiser available throughout the attraction.

## **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.

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. A first aid room is located on site, please speak to Studio Tour staff if you require access.

### **Additional needs**

Please contact Visitor Services Team at Studio Tour for specialist support if required. Tel: 0800 640 4750.

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

### **Eating facilities**

Food and drinks are available in the Food Hall, Frog 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. A Changing Place facility is located in the lobby, which is accessed using a RADAR key. This fully accessible space provides a hoist, height adjustable changing bench, toilet and washbasin. The room is large enough to accommodate a wheelchair user and two carers. Please note, we kindly request that visitors bring their own slings to use with the hoist, as these are not provided.

If you require the use of this space during your visit and do not have a RADAR key, please speak to an available member of staff who will be able to assist you with accessing the area.

### **Additional costs**

There are two cafés, photographic opportunities and two 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).

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.