



WARNER BROS.
STUDIO TOUR
LONDON

THE MAKING OF Harry Potter

Education Visit Risk Assessment Information

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 & 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](#).

Spread of infection through contact surfaces

All surface touch points to be cleaned on a scheduled basis, in addition to existing cleaning regimes. Virucidal disinfectant cleaning products to be used for common touch points.

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

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.

Reduced lighting/enclosed spaces

Care should be taken due to reduced lighting in certain areas. Some parts of Studio Tour could make individuals feel confined due to low lighting; however, no area can be defined as a confined space. Please speak to a member of Studio Tour staff if you have any concerns.

In the Forbidden Forest and Gringotts Bank there are strobe lighting effects used to create thunder, lightning and dragon effects.

Temporary changes to the Studio Tour will be made throughout the year, if you have any concerns contact the Learning Team at learning@wbstudiotour.co.uk



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 visitors are stopped at the end of the Studio Tour unless a teacher is present.

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; high viewing platforms; climbing on and off equipment in the Green Screen interactive element of the tour.

First aid

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

Supervision of children

Adult supervision of under 16s 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 Studio 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. As the Studio Tour is open to the public, members of the general public may be present and could interact with your group. If you have any concerns about someone from the public, please speak to the nearest Studio Tour staff member immediately.

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.

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](#).



Safeguarding

Warner Bros. Studios Leavesden Limited is committed to delivering a magical experience and anyone visiting Warner Bros. Studio Tour London should be safe from harm.

We Safeguard to protect people, especially vulnerable adults, and children.

We have a team of Designated Safeguarding Leads, trained to act on a safeguarding incident or concern, including risk of immediate harm and unauthorised photography/filming.

For safeguarding purposes, we ask that all student groups are accompanied by an adult throughout the Studio Tour (at a 1:5 ratio for under 11s and 1:10 aged 11+).

All visitors are subject to our [ticket terms and conditions](#). If the behaviour of anyone in a school group adversely affects the safety or enjoyment of other students or visitors, they may be asked to leave.



Visit Information

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. All toilets are shared with members of the general public – please ensure that appropriate adult supervision is in place for toilet visits. 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 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 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 if you have any further questions.

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