



Risk Assessment Form: The Dungeons*

About The Dungeons

Transport yourself back to the darkest moments in British history within the deep depths of the Dungeons. Live actors, shows, rides and interactive special effects ensure that you face your fears head on in this unique experience.

Everything that you see is based on real historical events from Jack the Ripper in the London Dungeon, to the Anatomy Theatre in Edinburgh and the Labyrinth of the Lost Roman Legion in York. It's a thrilling and fun experience that will leave you screaming for more! Are you brave enough?

About Merlin

Merlin Entertainments Group is the leading name in location based, quality family entertainment. Now the world's number two visitor attraction operator, it aims to deliver unique, memorable and rewarding experiences to its 30 million visitors worldwide, through its iconic global and local brands, and the commitment and passion of its managers and employees. Merlin has over 50 attractions, in 12 countries, across three continents - Europe, North America and Asia - and employs over 13,000 staff.

Legal Requirements and Attraction Information

Public Liability	Merlin Entertainments Group Limited & Subsidiary Companies is covered by Public Liability Insurance to the amount of £10 million. The Policy is with ACE European Group Ltd (Policy No UKCANC33447).
Local Enforcement Agency	The Dungeons' sites are enforced by the local Health and Safety Executive and Environmental Health Department. Please contact the Manager of the Dungeon you require if further information is needed.
Rides Engineering / Maintenance	Fairground and Amusement Parks – Guidance on Safe Practices HSG 175.
Food Safety and Hygiene	No food or drink can be consumed in the Dungeon.

Attraction Staff / Staff identification	Apart from office areas, all staff wear uniforms and name badges. Please be aware that some staff will be in costume without name badges. A policy exists for all new staff to have criminal record checks.
Security	The attraction has a dedicated security team who are able to deal with minor security issues on site. The team is also trained to deal with emergency incidents that may arise.

Risk Assessment

Vehicle traffic	N/A
Weather protection / Sun safety	The majority of Dungeons are indoors so weather protection is not required. However, please contact the Health and Safety Officer at your required venue for more details.
Water	There are no water hazards at the majority of Dungeons. However, please contact the Health and Safety Officer at your required venue for more details.
Slips/ Trips/ Falls	The following hazards should be noted: <ul style="list-style-type: none"> ✔ Trips caused by looking at the display and not the floor ✔ Wet flooring ✔ Steps and stairs
High level areas	Supervision is required.
Strobe lighting	Strobe lighting effects may be used throughout.
Reduced lighting	Care should be taken due to reduced lighting.
Enclosed spaces	There are enclosed spaces throughout. However, there are no areas in the attraction that can be defined

	as confined spaces.
Attraction specific risk	All safety instructions must be obeyed. Rides undergo a rigorous testing every day by competent engineers in accordance with manufacture guidelines.
Soft play areas / Play equipment	N/A

Attraction Arrangements

Arrival arrangements	You can arrive anytime within your booked time slot. Tours start approximately every 7 minutes.
Parking	Please go to the 'find us' pages on the website for the most convenient car park in relation to the Dungeon you would like to visit.
First aid	Each venue has medical / first aid facilities which are operated by a dedicated team of qualified first aiders.
Emergency planning	Each venue has a contingency plan in the event of an emergency. The emergency plan has been developed in conjunction with the local emergency services who have regular meetings regarding emergency procedures.
Fire safety	In the event of an emergency please follow all evacuation procedures.
Wheelchair access	Most Dungeons have wheelchair access; however certain rides are not suitable for disabled customers. For Health and Safety reasons wheelchair using visitors need to be able to move from their chair to our stair lift seat, unaided by staff. The York Dungeon has limited wheelchair access and is unsuitable for battery powered electrical wheelchairs and we are unable to admit entry.
Lost children	Children should approach a member of staff if they are lost. The specific location of the lost children's collection point varies at each venue. Please contact the Health and Safety Officer of the Dungeon you require.
Unruly children	The attraction has regulations displayed at the entrance. Staff are trained to enforce these regulations for

	the benefit of all guests. Staff will instruct children to behave where necessary.
Age / height restrictions	There is no minimum age restriction and this is left to the discretion of the parent/ guardian/ school, however we do not recommended the Dungeon for young children or those of a nervous disposition. The Dungeon is very dark and children under 10 may find it scary. London Dungeon: Extremis; you have to be taller than 1.2 meters to go on this ride & Vengeance you must be taller than 1.4 meters.
Lockers / storage facilities	There are no lockers or storage facilities at any Dungeon attraction. All bags must accompany customers at all times due to security reasons. No bags are to be left
Eating facilities	No food or drink can be consumed in the Dungeon.
Welfare facilities	Toilets are located at various locations in each of the attractions. These are clearly sign-posted.
Additional costs	There are vending machines and coin operated rides available on this site. Supervision is required.
Attraction signposting	Tours are operated throughout the attractions and individuals are not left to navigate on their own.

* The information / hazards have been identified as being inherent to the majority of Dungeons.

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. The above hazards have been identified as being inherent to this attraction. Merlin Entertainments Group Ltd 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.