

Dear Group Organiser,

### **Risk Assessment**

We're pleased to share some important details about Health and Safety procedures at LEGOLAND Discovery Centre Manchester. We've put in place a thorough Health and Safety Management System, including risk assessment, to make sure that our staff and visitors stay safe and well taken care of.

We've got everything covered to keep you safe and happy, with plans in place for things like fire evacuation, lost children, water safety, and first aid. Plus, we have Public Liability Insurance coverage with Chubb European Group Limited under Policy Number UKCANC33447. We're also regulated by Trafford Council, and our food units are inspected regularly to make sure everything's up to scratch.

We want to make sure you can easily identify our attraction staff, so they all wear uniforms and name badges. We also have a policy for all new staff to undergo DBS criminal record checks. Our dedicated security team is trained to handle any minor security issues and emergency incidents that may come up.

If you're planning to bring a group by minibus or coach and need drop-off and pick-up near LEGOLAND Discovery Centre Manchester, we've got you covered with coach drop off and pick-up bays, however, space is limited. Please keep in mind that the parking bay can be used for 20 minutes for drop-off and pick-up only, and you can't stay while the group visits LEGOLAND Discovery Centre Manchester.

Please use the 'Directions' pages on our website to find the most convenient car park near the attraction.

Please don't let children climb on any of our models and displays and all guests must follow the safety measures and restrictions we have in place on our rides, please listen to our team very carefully within these areas. Please always keep your belongings and bags with you. Thanks for helping us keep everything safe and enjoyable for everyone!

We kindly ask that you and your group be mindful and considerate of other visitors during your visit. Please ensure that children are supervised by an adult at all times. Any disruptive behaviour may result in being asked to leave the attraction. As a reminder, our terms and conditions state that excessive noise, behaviour that may bother other guests, or any form of disturbance is not allowed. Our staff are here to make sure everyone has a great time, and they may gently remind children to be on their best behaviour when needed.

Please note that we do not allow lone adults to visit our attraction, everyone visiting should have a child under the age of 18 in their party to visit, equally all children should visit with an adult 18 years or over. We have a VR experience, coffee shop, retail outlet and picture booth where additional funds may be appropriate. However, please note that we are a cashless attraction.

LEGOLAND Discovery Centre Manchester is a free-flow attraction with scheduled times for all the activities available. We recommend splitting into smaller groups with assigned meeting points at certain times. Please note that once your class has entered the attraction, you will not be able to leave and then re-enter.

We hope that this information alongside the following Health and Safety details is sufficient for your requirements.

Yours faithfully,

J True

LEGOLAND Discovery Centre Manchester General Manager

<b>Risk assessment ref no:</b>	Visiting schools (3-18 year olds)	<b>Name of responsible person/s:</b>	General manager
<b>Date risk assessment completed:</b>	03/12/2025	<b>Review date:</b>	02/12/2026
<b>Task/Activity:</b>	This information is provided to help schools and groups create visit risk assessments that meet the requirements of the Health and Safety at Work Act and the Management of Health and Safety at Work regulations. The hazards listed are inherent to this attraction, and Merlin Entertainments Group Ltd is not liable for any omissions. The control measures recommended are just suggestions and should be adjusted by group organizers. It's important to ensure that an adequate number of supervisors are present for your group.		
<b>Location:</b>	LEGOLAND Discovery Centre Manchester, Trafford Palazzo, M178AS		
<b>Persons at risk:</b>	Visiting school parties, Members of the public, Teachers and Careers, LEGOLAND Discovery Centre Staff		

<b>Hazard/Risk</b>	<b>Notes</b>	<b>Risk level*</b> <b>(Tick one)</b>			<b>Further actions to be taken by the school to reduce risks</b>
		<b>HIGH</b>	<b>MID</b>	<b>LOW</b>	
<b>Vehicle traffic</b>	• N/A				•
<b>Weather protection / Sun safety</b>	• The attraction is indoors so weather protection is not required.				•
<b>Water</b>	• The attraction is indoors so water should not be an issue.				•
<b>Slips/ Trips/ Falls</b>	• The following hazards should be noted: • Trips caused by looking in the attraction and not at the floor • Wet flooring • Steps and stairs				•
<b>High level areas</b>	• Supervision is required and there is no climbing on the barriers				•

<b>Strobe lighting / Reduced lighting</b>	<ul style="list-style-type: none"> <li>• Care should be taken due to reduced lighting in certain areas.</li> <li>• Strobe lighting effects are used in certain areas throughout the attraction.</li> </ul>				•
<b>Enclosed spaces</b>	<ul style="list-style-type: none"> <li>• Some parts of the attractions could make individuals feel confined due to being dark, warm and humid. However there are no areas in the attraction that can be defined as a confined space</li> </ul>				•
<b>Attraction specific risk</b>	<ul style="list-style-type: none"> <li>• The attraction contains lots of LEGO pieces and these can add an additional hazard to the environment.</li> </ul>				•
<b>Door entrapment</b>	<ul style="list-style-type: none"> <li>• Beware of closing doors on fingers etc</li> </ul>				•
<b>Rides</b>	<ul style="list-style-type: none"> <li>• Certain restrictions on rides including height and needing accompanying adult supervision to minimise risk. Rides operated by trained staff members at all times. Safety bars are used to secure riders.</li> </ul>				•

<b>Soft play areas / Play equipment</b>	<ul style="list-style-type: none"> <li>LEGO Bricks are a choking hazard to under 3s. DUPLO bricks available. There are 3 soft play areas, including 2 for Under 5s only. Larger child soft play area is undercover and may cause supervision difficulty. Hazard in soft play includes slips, trips and falls. Adult supervision required with LEGO, soft play and play equipment at all times</li> </ul>				•
<b>Arrival arrangements</b>	<ul style="list-style-type: none"> <li>If you are bringing a group by minibus or coach and need to drop off and pick up your group you can take advantage of coach-parking bays in Trafford Palazzo car park. The coach parking is limited here however there is then a dedicated coach park for the driver to wait with the coach in the main Trafford centre if the drop off location parking is full which is free of charge – it is Orient 10 car park)</li> </ul>				•
<b>Parking</b>	<ul style="list-style-type: none"> <li>Please go to the 'Visitor Information' pages on the website for the most convenient car park in relation to the attraction</li> </ul>				•

<b>First aid</b>	<ul style="list-style-type: none"> <li>• Trafford Palazzo and The Trafford Centre has a medical / first aid facility which is operated by a dedicated team of qualified first aiders, LEGOLAND Discovery Centre Manchester has access to this facility when required and first aiders on the team. Nearest hospital: Salford Royal Hospital</li> </ul>				•
<b>Emergency planning</b>	<ul style="list-style-type: none"> <li>• LEGOLAND Discovery Centre 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.</li> </ul>				•
<b>Fire safety</b>	<ul style="list-style-type: none"> <li>• In the event of an emergency please follow all evacuation procedures.</li> </ul>				•
<b>Wheelchair access</b>	<ul style="list-style-type: none"> <li>• LEGOLAND Discovery Centre is fully accessible. The admissions desk is on the ground floor and there is a lift to access the first floor where the attraction is situated and a Changing Space accessible facility within the attraction.</li> </ul>				•

<b>Lost children</b>	<ul style="list-style-type: none"> <li>• Please report to member of staff</li> </ul>				•
<b>Unruly children</b>	<ul style="list-style-type: none"> <li>• 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. Children should be supervised by an adult at all times.</li> </ul>				•
<b>Age / height restrictions</b>	<ul style="list-style-type: none"> <li>• All children must be accompanied by an adult and supervised at all times. An adult is classed as aged 18 and over. Children are classed as aged 17 and under. Adults must be accompanied by a child to enter the centre.</li> </ul>				•
<b>Lockers / storage facilities</b>	<ul style="list-style-type: none"> <li>• There are no lockers or storage facilities.</li> </ul>				•
<b>Eating facilities</b>	<ul style="list-style-type: none"> <li>• LEGOLAND Discovery Centre does have a Schools Lunch Room onsite, however this is subject to availability and must be booked in advance. If you are unable to secure a time slot for the lunch room we do</li> </ul>				•

	recommend lunch in Barton Square outside the attraction if we can not accommodate you. Please note, we are able to store lunches or bags for your group.				
<b>Welfare facilities</b>	<ul style="list-style-type: none"> <li>There are toilets located within the attraction – they are situated within the main hub area. There are also toilets available in Trafford Palazzo</li> </ul>				•
<b>Additional costs</b>	<ul style="list-style-type: none"> <li>There is a retail outlet and picture booth where additional funds may be appropriate. It is a cashless attraction throughout, Card payments only.</li> </ul>				•
<b>Attraction signposting</b>	<ul style="list-style-type: none"> <li>LEGOLAND Discovery Centre is a free flow attraction. We would therefore recommend splitting and exploring in smaller groups with assigned meeting points or areas at certain times.</li> </ul>				•