



About LEGOLAND Discovery Centre Manchester

LEGOLAND® Discovery Centre is the ultimate indoor LEGO® playground. It is designed specifically for children aged 3-10 years to enjoy - everything is child sized! Plus, there's a 4D Cinema, Kingdom Quest Laser Ride, Merlin's Apprentice Ride... and more!

LEGOLAND® Discovery Centre and LEGO® Education work in partnership to deliver high quality educational experiences will prepare today's students for tomorrow's world. Educators can discover the learning philosophy of LEGO Education in the thrilling atmosphere of LEGOLAND Discovery Centre, offering a wonderful balance of learning and fun.

Schools can choose to enjoy the Centre's rides and activities on a self-led tour, or combine this with the range of educational workshops on offer.

About Merlin Entertainments Group

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 67 million visitors worldwide, through its iconic global and local brands, and the commitment and passion of its managers and employees. Merlin has over 120 attractions, in 25 countries, across three continents - Europe, North America and Asia.

Legal requirements and attraction information

Public Liability	LEGOLAND Discovery centres are covered by Public Liability Insurance to the amount of £10 million. The Policy is with Chubb European Group Limited (Policy No UKCANC33447).
Local Enforcement Agency	LEGOLAND Discovery Centres are enforced by Trafford Council. Please email contactus@legolanddiscoverycentre.co.uk if you require further information.
Rides Engineering / Maintenance	There are 2 mechanical rides on site. Rides are safety checked every morning and continuously manned by a trained member of staff when in operation.



Food Safety and Hygiene	The food unit operates in accordance with the Food Safety Act 1990 and are regularly inspected by the local Environmental Health Department, and undergo regular internal health and safety audits carried out by Merlin Entertainments.
Attraction Staff / Staff identification	All attraction staff wear uniforms and name badges for easy identification. A policy exists for all new staff to have criminal record checks.
Security	Trafford Palazzo of which LEGOLAND Discovery Centre is within has a dedicated security team who are able to deal with minor security issues on site. The attraction team is also trained to deal with emergency incidents that may arise.
Risk assessment	
Vehicle traffic	N/A.
Weather protection / Sun safety	The attraction is indoors so weather protection is not required.
Water	The attraction is indoors so water should not be an issue.
Slips/ Trips/ Falls	The following hazards should be noted: <ul style="list-style-type: none"> • Trips caused by looking in the attraction and not at the floor • Wet flooring • Steps and stairs
High level areas	Supervision is required and there is no climbing on the barriers.
Strobe lighting	Strobe lighting effects are used in certain areas throughout the attraction.
Reduced lighting	Care should be taken due to reduced lighting in certain areas.
Enclosed spaces	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.
Attraction specific risk	The attraction contains lots of LEGO pieces and these can add an additional hazard to the environment.
Door entrapment	Beware of closing doors on fingers etc
Rides	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.
Soft play areas / Play equipment	LEGO Bricks are a choking hazard to under 3s. DUPLO bricks available. There are 3 soft play areas, including 2 for Under 5s only. Lager 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.



Attraction arrangements	
Arrival arrangements	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)
Parking	Please go to the 'Visitor Information' pages on the website for the most convenient car park in relation to the attraction.
First aid	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
Emergency planning	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.
Fire safety	In the event of an emergency please follow all evacuation procedures.
Wheelchair access	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.
Lost children	Please report to member of staff or security guard.
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. Children should be supervised by an adult at all times.
Age / height restrictions	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.
Lockers / storage facilities	There are no lockers or storage facilities.
Eating facilities	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 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.
Welfare facilities	There are toilets located within the attraction – they are situated within the main hub area. There are also toilets available in Trafford Palazzo
Additional costs	There is a retail outlet and picture booth where additional funds may be appropriate. It is a cashless attraction throughout, Card payments only.



Attraction signposting	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.
COVID-19	<p>We've been awarded the Visit England 'We're Good to Go' industry charter mark. This verifies that our attraction meets the Government and public health guidance on COVID-19 and that we have all the required health and safety processes in place to ensure you have a safe and enjoyable visit.</p> <p>We will be updating our social media pages and website with the latest information, keep checking back for updates and before leaving home, please check our website and social media pages for the latest information.</p> <p>Should you or any member of your group start displaying any of the symptoms associated with COVID-19 please refrain from visiting. Please contact customer services should you need to amend your booking.</p> <p>When you arrive:</p> <p>We highly recommend face covering are worn when visiting the attraction.</p> <p>Please always remain within your group, keeping a safe distance between you and other guests. Please ensure you consider your teacher to child ratio to help enforce/manage this.</p>

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.