



# LEGOLAND® Discovery Centre Melbourne School/Group Excursion

## Background information for teachers making Risk Assessments

The following information provides a background on our attraction for teachers preparing a RISK ASSESSMENT PLAN for their excursion.

<b>GENERAL INFORMATION</b>	
<b>ARRIVAL AND DEPARTURE</b>	<p>Schools should plan to arrive at least 10 minutes prior for entry only visits, 30 minutes for Educational Workshop visits.</p> <p>Ensure food and toilet breaks are completed prior to entry.</p> <p>Group entry to LEGOLAND® Discovery Centre is staggered to avoid congestion in the attraction and satisfy capacity regulations.</p> <p>Groups exit the attraction and must assemble outside. In the interest of public safety, groups are not permitted to gather in the foyer or in any of the exhibit areas.</p>
<b>ACCESS TO LEGOLAND® DISCOVERY CENTRE MELBOURNE</b>	<p>All accessible areas in our attraction are safe for all visitors and guests. Entry and exit to the attraction is VIA the front doors. All attractions are on one floor, the only ramp in the building is attached to a ride platform. Stairs are in the 4D cinema.</p> <p>Students are advised to walk at all times, not to block corridors and use all areas in a safe and responsible manner.</p>
<b>EMERGENCIES</b>	<p>LEGOLAND® Discovery Centre staff are trained in the evacuation plans and will assist guests if an emergency situation arises. There are clearly marked Fire Exits in all public areas that comply with Fire regulations.</p> <p>First aid officers are always on site, all staff has means on contacting the Duty Manager for this assistance. There are First Aid kits stationed around the building.</p>
<b>LEGOLAND® DISCOVERY CENTRE MELBOURNE FACILITIES</b>	
<b>ATTRACTION AREA</b>	<p>LEGOLAND® Discovery Centre Melbourne is a key attraction with a range of visitors, including school groups. Over 3 million bricks are exhibited in our attraction! A mixture of general public, kindergarten and primary students will be in our attraction at most times. Visitors are requested, as much as possible, to move through our attraction in a respectful manner to assist with crowd control and traffic flow.</p> <p>The central hub will have roaming staff throughout the day for any assistance required.</p>
<b>CAFÉ AND RETAIL</b>	<p>The café space inside our attraction is not available for groups to use for lunches. No special bookings are available.</p> <p>Groups must be escorted through the shop in groups of 10 or less FULLY SUPERVISED. If permitted by teachers, students may buy items from the shop at regular retail prices.</p>

<b>TOILETS</b>	Toilets are located at the end of the attraction between our 'Build and Test' zone and the Master Builder office. Small groups must be escorted to these facilities and must be mindful of other users.
<b>DISABLED GUESTS</b>	A toilet is available at the same location as above facilities. Our Merlin's Apprentice ride and the LEGO Soft play area are not accommodating to wheelchair users however the rest of the attraction is fully accessible.
<b>CHILD PROTECTION ACT</b>	
<b>SUPERVISION LEVELS</b>	Supervision inside our attraction is wholly the responsibility of the Teachers/Chaperones. Supervisors are allowed free entry on the following ratios: 1:5 for schools and groups, 1:1 for specialist schools.  As we are a busy attraction, students will need supervision at all times. We recommend staying in groups as per above ratios, including in the toilets.
<b>LOST STUDENT</b>	Before entering the attraction we encourage teachers communicate with students the departure meeting point and time.  Wristbands are available from our admissions staff to place contact details/ID information/ Report lost children to the staff inside the attraction and they will implement the 'Lost Child' procedure.
<b>PUBLIC LIABILITY INSURANCE</b>	
<b>INSURANCE COVER/CERTIFICATE</b>	LEGOLAND Discovery Centre has the appropriate Public Liability Insurance in place to cover any injury or damage. A certificate of Currency of Insurance can be supplied upon request.
<b>PERSONAL PROPERTY</b>	
<b>IN THE HUB</b>	During your visit it is strongly advised for teachers and students to keep their belongings with them or leave them on the bus. For security reasons LEGOLAND Discovery Centre does not store bags for groups.  We wish to keep lockers available for general admission visitors.
<b>LOST PROPERTY</b>	Any items found in our attraction are placed at the admissions desk.  Schools lose many items so students should be encouraged to be responsible for their own belongings.
<b>PERSONAL PROPERTY</b>	
<b>PAYMENT PROCEDURES</b>	LEGOLAND Discovery Centre will issue a tax invoice post excursion. Final numbers will be confirmed on the day of visit.

## STUDENT CODE OF CONDUCT

<b>STUDENT BEHAVIOUR</b>	<p>Students should be aware that there will be both other schools and general public inside our attraction during their visit.</p> <p>We ask that teachers outline the following code of conduct and monitor student behavior on the day.</p> <p>Students should;</p> <ul style="list-style-type: none"> <li>😊 Behave in a courteous and responsible manner at all times</li> <li>😊 Behave safely and walk inside our attraction, running is not permitted</li> <li>😊 Refrain from throwing any items – especially LEGO bricks</li> <li>😊 Refrain from putting any rubbish in the LEGO brick stations</li> <li>😊 Place all rubbish in the bins at the café station</li> <li>😊 Listen to staff at all times – they are there for your safety</li> <li>😊 Refrain from yelling or disrupting other visitors</li> </ul> <p>LEGOLAND Discovery Centre reserves the right to remove any students from the attraction if their behavior is disruptive or dangerous.</p> <p>We expect teachers to enforce the above code to their students.</p>
<b>RIDE/ATTRACTIONS</b>	
<b>MERLIN'S APPRENTICE</b>	Instructions on ride movement are verbalized at the beginning of the ride. The ride operator supervises all guests throughout cycles and any rider not following the rules will be removed from the ride.
<b>SOFT PLAY</b>	Children may bump into each other or the construction causing abrasions/bruises/cuts. Friction on the play surface can cause grazes/surface burns. Socks are required to play in this area, staff monitor play and restrict maximum guests in the structure at one time. Any disruptive players that could cause harm to others will be removed from the area.
<b>KINGDOM QUEST</b>	Instructions are provided by staff at the ride entry and are enforced. Guests are monitored by CCTV and any unacceptable behavior will be actioned and repeat rides denied. At least 1 adult must ride with a maximum of 4 students.
<b>DUPLO FARM ADVENTURE</b>	This area is only for children under the age of 5. We discourage students from entering this play area.
<b>4D CINEMA</b>	There are stairs to access the higher rows in the cinema, guests will be advised to walk not run to avoid tripping. The room is dark during the cycles; house lights will be raised during loading and unloading procedures.