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| About SEA LIFE London | |
| SEA LIFE inspires a love for the ocean by encouraging children to connect with the natural world. Children can see first-hand and up-close what they have been learning about in the classroom. A trip also encourages independence and personal development, fostering self-confidence and responsibility. | |
| 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 130 attractions, in 25 countries, across three continents - Europe, North America and Asia. | |
| Legal requirements and attraction information | |
| Public Liability | SEA LIFE centres and Sanctuaries 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 | SEA LIFE and Sanctuaries are enforced by Lambeth Council. |
| Rides Engineering / Maintenance | The centre does not operate any mechanical rides |
| Food Safety and Hygiene | The food units operate 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 | The attraction has a dedicated security team who can deal with minor security issues on site. The team is also trained to deal with emergency incidents that may arise. |
| Risk assessment | |

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| Vehicle traffic | N/A. |
| Weather protection / Sun safety | The attraction is indoors so weather protection is not required. The only exception may be when groups are asked to wait outside while tickets are collected on arrival to avoid crowding in the entrance way. |
| Water | There are display tanks throughout the different attractions and also touch pools; supervision is required at all times. |
| Slips/ Trips/ Falls | The following hazards should be noted: <ul style="list-style-type: none"> • Trips caused by looking in the display 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 | Creatures, stings and bites: Do not place hands into any of the display tanks. All visitors must wash their hands if they have contact with any creatures or water. Extra care is required for children sensitive to this environment. |
| Door entrapment | Beware of closing doors on fingers etc |
| Rides | N/A |
| Soft play areas / Play equipment | N/A |
| Attraction arrangements | |

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| 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 by the London Eye, please note that space is very limited. This service is complimentary, but must be booked in advance by e-mailing coach@londoneye.com with the following details: Date of visit, time of visit (drop off and pick up times), number of guests, number of coaches, site visiting, coach company, vehicle Registration/s, driver's name. Please note that you are only permitted to use a parking bay for 20 minutes whilst you drop off and then pick up your group and you are not permitted to stay whilst the group visits SEA LIFE London. |
| Parking | Please go to the 'Visitor Information' pages on the website for the most convenient car park in relation to the attraction. |
| First aid | SEA LIFE London has a medical / first aid facility which is operated by a dedicated team of qualified first aiders. Nearest hospital: St Thomas' Hospital |
| Emergency planning | SEA LIFE London 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 | SEA LIFE London is fully accessible with lifts to all levels. We also have a ramp at the entrance which can be used for entry and exit into the aquarium. |
| Lost children | If at any time you lose a member from your group, please report to member of staff or security guard as soon as possible. |
| House Rules | Please ensure children do not touch anything in the tanks, unless they are advised they can do so by a member of staff in our Rock Pool area. Children must wash their hands before and after this experience in the designated area. If planning to take any photos, please ensure you turn off all flash photography. Please keep all belongings and bags with you at all times. |

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| | Please ensure that your group is aware and conscious of other members of the public whilst in the attraction. Children should be supervised by an adult at all times. |
| Unruly children | Any unruly behaviour may result in removal from the attraction. As per our terms and conditions for all guests, unnecessary noise, or any behaviour likely to cause annoyance to other guests or animals or confusion of any kind is not permitted in the attractions. 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 | The minimum age restriction for children to enter the attraction without an adult is 16; any child 15 and under must be accompanied by someone over the age of 18. |
| Lockers / storage facilities | There are no lockers or storage facilities for bags. |
| Eating facilities | Please note, we do not have a designated area for students to sit down and eat lunch. We are only a 2-minute walk away from Jubilee Gardens or a 5-10minutes walk from the Southbank Centre www.southbankcentre.co.uk/creative-learning/schools/schools-visits |
| Welfare facilities | Toilets can be found in three separate places through SEA LIFE London. At our entrance after the security check, before the lifts. At the end of your rainforest adventure and after the Polar area, just before entering the jellyfish area. |
| Additional costs | There is a retail outlet and picture booth where additional funds may be appropriate. |
| Attraction signposting | SEA LIFE London is a free flow attraction with a single route to take you past all of our exhibits. We would therefore recommend splitting and exploring in smaller groups with assigned meeting points at certain times. Please note: Once your class has entered the attraction you will not be able to leave and then re-enter. |

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.