



### About the London Eye River Cruise

See London from a different perspective and enjoy a unique 40 minute circular sightseeing cruise on the river Thames with fascinating live commentary presented by trained guides. Highlights include the Houses of Parliament, St. Paul's Cathedral and the Tower of London.

### 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	The London Eye River Cruise is covered under the Coca-Cola London Eye's Public Liability insurance to the amount of £10 million. The Policy is with Chubb European Group Limited (Policy No UKCANC33447).
Local Enforcement Agency	Lambeth Council.
Rides Engineering / Maintenance	Adheres to HSG 65, MCA Guidelines and PLA by-laws.
Food Safety and Hygiene	N/A
Attraction Staff / Staff identification	Boat staff wear uniforms and name badges for easy identification.
Security	The London Eye River Cruise boat is in constant contact with the Thames Navigation, the London Coastguard and the river police.



COVID-19	We've been awarded the VisitEngland '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.
<b>Risk assessment</b>	
Vehicle traffic	N/A.
Weather protection / Sun safety	Suitable in all-weather as the boat has covered and sun deck seating. Please note the sun deck does not have any cover protection.
Water	The Silver Bonito boat carries a full complement of life jackets, life rafts and firefighting equipment for 250 people. Guests are advised as to where these are kept once on board the boat
Slips/ Trips/ Falls	The following hazards should be noted: care should be taken when boarding and disembarking the boat, wet flooring (wet floor signage is used)
High level areas	The boat has two levels. Upstairs and outside supervision is required.
Strobe lighting	N/A
Reduced lighting	N/A
Enclosed spaces	N/A
Attraction specific risk	Supervision is required throughout the river cruise to ensure safety.
Door entrapment	Beware of closing doors on fingers etc.
Rides	N/A
Soft play areas / Play equipment	N/A
COVID-19	<p>We are continuing to take the necessary measures to provide a safe and hygienic environment for guests. The health and safety of our guests and staff is our absolute priority. We have implemented an extensive range of safety measures, designed to ensure a happy, safe, and healthy experience for all guests and staff. These include:</p> <ul style="list-style-type: none"> <li>• Lower capacity – whilst legal restrictions have been lifted, we want to ensure we can still offer the best possible guest experience</li> <li>• We continue to highly recommend that face coverings are worn inside our attractions</li> <li>• You may continue to see Personal Protective Equipment (PPE) and clothing for some of our staff</li> <li>• Continuation of enhanced cleaning, hygiene stations and hand sanitiser for guests at key locations</li> <li>• You may still see increased ventilation and suggested spatial separation markings and other similar operating adjustments around the attraction</li> </ul>



	You will be able to find NHS QR code 'check-in' posters at key points around the attraction entrance and you are encouraged to scan the NHS QR code with your smartphone on arrival at our attraction. These QR posters can be scanned on the NHS COVID-19 smartphone App. We encourage all guests to check in with the NHS app which can be found at the attraction entrance.
<b>Attraction arrangements</b>	
Arrival arrangements	If you are bringing a group by minibus or coach and need to drop off and pick up your group at the Coca-Cola London Eye, please note that space is very limited and you are required to book a coach-parking bay. 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 the Coca-Cola London Eye or river cruise.
Parking	Please go to the 'Visitor Information' pages on the website for the most convenient car park in relation to the attraction.
First aid	The boat carries first aid equipment in line with Marine Coastguard guidelines. However due to staffing there may not necessarily be a crew member trained in first aid will always onboard the Silver Bonito boat. Nearest hospital: St Thomas' Hospital.
Emergency planning	In line with MCA guidelines there are a minimum of four members of staff on board the boat at all times who are trained in emergency and evacuation procedures.
Fire safety	The boat carries fire-fighting equipment, in line with Marine Coastguard Agency guidelines for a passenger vessel of its size.
Wheelchair access	Fully wheelchair accessible
Lost children	If a child becomes lost on the cruise they should report themselves to a member of staff. If you notice a child from your group is missing you must report it straight away.
Unruly children	Please report the offending group to a member of staff. Supervision is required 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 / storage facilities available.
Eating facilities	N/A
Welfare facilities	Toilets are available on-board. These are suitable for wheelchair users.
Additional costs	N/A



Attraction signposting	N/A
COVID-19	<p>Before you visit: 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: We highly recommend face covering are worn when visiting the attraction. 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.