



[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 30 million visitors worldwide, through its iconic global and local brands, and the commitment and passion of its managers and employees. Merlin has over 50 attractions, in 12 countries, across three continents - Europe, North America and Asia - and employs over 13,000 staff.

[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 £5 million. The Policy is with ACE Europe (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.



<a href="#">Risk assessment</a>	
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 fire fighting 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



Attraction arrangements	
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 calling our disabled booking line on +44 (0)870 990 8885. 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	There are three car parks located on the South Bank within a five minute walk of the Coca-Cola London Eye. These include Golden Jubilee Bridges, under Hayward Gallery and under the Royal National Theatre. These car parks all have disabled parking bays.
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.
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	N/A
Lockers / storage facilities	There are no lockers / storage facilities available.
Eating facilities	N/A
Welfare facilities	Toilets are available onboard. These are suitable for wheelchair users.
Additional costs	N/A
Attraction signposting	N/A