

Risk Assessment

We're pleased to share some important details about Health and Safety procedures at The London Eye. We've put in place a thorough Health and Safety Management System, including risk assessment, to make sure that our staff and visitors stay safe and well taken care of.

We've got everything covered to keep you safe and happy. We've got plans in place for things like fire evacuation, lost children, water safety, and first aid. Plus, we've got Public Liability Insurance coverage, with The London Eye is covered by Public Liability Insurance to the amount of £10 million. The Policy is with Chubb European Group Limited (Policy No UKCANC33447).

We're also regulated by Lambeth Council and The London Eye falls under the Guidance on Safe Practices HSG 65 and 175. Any 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.

We want to make sure you can easily identify our attraction staff, so they all wear uniforms and name badges. We also have a policy for all new staff to undergo criminal record checks. Our dedicated security team is trained to handle any minor security issues and emergency incidents that may come up.

If there is work going on in or around the Queens Walk area there may be vehicle traffic. Supervision is always required.

If you are bringing a group by minibus or coach and need to drop off and pick up your group at the 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 London Eye.

Please use the 'Plan Your Visit' page on our website to find the most convenient car park near the attraction.

Timed tickets are required upon entry to the London Eye queue. Capsules are loaded to a maximum of 28 people and the experience time is around 30 minutes. Supervision is required throughout.



We recommend splitting into smaller groups with assigned meeting points at certain times. Please note that once your class has entered the capsule, you will not be able to leave until the rotation is complete.

The London Eye is fully accessible for wheelchair users. Due to safety restrictions, only two wheelchairs per capsule and up to eight wheelchairs are allowed on the London Eye at the same time.

Wheelchair spaces should be pre-booked in advance. During busy periods, wheelchair users are strongly advised to pre-book to avoid disappointment.

Care must be taken when boarding because the capsules are continually moving. Supervision is required at all times.

Please always keep your belongings and bags with you. In the event of an emergency please follow all evacuation procedures.

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.

We have retail outlets and a picture booth where additional funds may be appropriate. However, please note that we are a cashless attraction.

We kindly ask that you and your group be mindful and considerate of other visitors during your visit. Please ensure that children are supervised by an adult at all times. Any disruptive behaviour may result in being asked to leave the attraction. As a reminder, our terms and conditions state that excessive noise, behaviour that may bother other guests, or any form of disturbance is not allowed. Our staff are here to make sure everyone has a great time, and they may gently remind children to be on their best behaviour when needed.

There are no lockers or storage facilities however there is a left luggage area, located in the London Eye Ticket Office that requires a £5 per bag fee.

We hope that this information alongside the following Health and Safety details is sufficient for your requirements.

Risk assessment ref no:	Visiting schools (8–18-year-olds)	Name of responsible person/s:	Laura Higham
Date risk assessment completed:	12/10/2026	Review date:	12/10/2027
Task/Activity:	This information is provided to help schools and groups create visit risk assessments that meet the requirements of the Health and Safety at Work Act and the Management of Health and Safety at Work regulations. The hazards listed are inherent to this attraction, and Merlin Entertainments Group Ltd is not liable for any omissions. The control measures recommended are just suggestions and should be adjusted by group organizers. It's important to ensure that an adequate number of supervisors are present for your group.		
Location:	The London Eye		
Persons at risk:	Visiting school parties, Members of the public, Teachers and Carers, London Eye Staff		

Hazard/Risk	Existing Control Measures	Risk level* (Tick one)			Further actions to be taken by the school to reduce risks
		HIGH	MID	LOW	
Exposure to sunlight/extreme weather conditions	- School parties can be kept queuing in all weather conditions. Only those booked into a private capsule or for a School Discovery Experience are fast tracked. - Please dress for changeable weather.				•
Water	The London Eye is situated on the River Thames. Whilst there is no access to the river from the attraction, pupils / students must be supervised at all times to ensure safety.				•
Slips/Trip/Falls	- The following hazards should be noted: steps and stairs, moving capsules when boarding and wet flooring as main attraction is outside. - Please follow instructions from staff when boarding.				•
Falling from a height	Whilst there are no high-level areas as such, those who suffer from vertigo may find				•

	the experience uncomfortable. Supervision is required when getting on and off the capsule.				
Noise / Vibration	N/A				•
Lighting – Trips / Falls due to reduced lighting, strobe lighting	N/A				•
Electricity	N/A				•
Falling Objects – Due to theming	N/A				•
Claustrophobia / feeling anxious in confined spaces	Guests are enclosed in the capsule for 30 minutes and whilst the capsule is large, some individuals may feel confined. However, the capsule cannot be defined as a confined space.				•

Unruly Children	• Please report the offending group to a member of staff. • 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.				•
Overcrowding	• Public walkways may become congested. • Capsules are loaded to 28 people maximum.				•
Stings & Bites from creatures	• Public Park in surrounding area • First Aiders are located on site at the London Eye. • St Thomas's Hospital in close proximity.				•
Door Entrapment – Fingers getting caught in doors	• Please make sure all children are away from the capsule doors when opening and closing. • Please follow the audio instruction for this in capsule.				•
Exposure to allergens – food sold at the shop or exposure to fish	• There are several independent food outlets in close proximity. • Jubilee Gardens is suitable for picnics.				•

Temperature	Each capsule is equipped with heating, ventilation, and air conditioning.				•
Welfare facilities	- There are toilets available, located in the London Eye ticket office, County Hall. - There are disabled toilets available, located in the London Eye ticket office, ground level, County Hall. The disabled toilets require a RADAR key to access, please ask a member of staff if required.				•
Emergency planning	- The London Eye 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.				•
First Aid and Medication	- The London Eye has a medical / first aid facility which is operated by a dedicated team of qualified first aiders. - Nearest hospital: St Thomas' Hospital. - Boots pharmacy is within proximity of the area.				•

	No medication provided by First Aiders.				
Access / Services for persons with additional needs	- Ramp access is available to the ride platform and on to the ride. - Ramp access is available to the ticket office. - Ride can be stopped for anyone with additional needs to board.				
Pupils getting separated from their group	Please report to member of staff or security guard.				

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.