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| About the London Eye | |
| <p>When pupils are enjoying a lesson it shows. It shows in their attention levels, in the effort they put in and the results they achieve. The Education Programme at the London Eye offers maximum educational value through unique and stimulating learning experiences. From every angle, the London Eye is an exceptionally useful and inspiring educational tool. This is because so many different disciplines went into its creation and there are so many ways in which it can be used to exemplify aspects of learning; whether in specific areas such as design, technology, architecture and engineering, or more broadly to promote numeracy and literacy, commercial or community issues.</p> | |
| About Merlin Entertainments Group | |
| <p>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.</p> | |
| Legal requirements and attraction information | |
| Public Liability | The London Eye is covered by Public Liability Insurance to the amount of £5 million. The Policy is with Chubb European Group Limited (Policy No UKCANC33447). |
| Local Enforcement Agency | Lambeth Council. |
| Rides Engineering / Maintenance | Fairground and Amusement Parks – Guidance on Safe Practices HSG 65 and 175 |



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| 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 | Venue staff wear uniforms and name badges for easy identification. Full criminal record checks are carried out on all first aiders and permanent front of house staff. |
| Security | The attraction has a dedicated security team who are able to deal with minor security issues on site. The team is also trained to deal with emergency incidents that may arise. |
| 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. |
| Risk assessment | |
| Vehicle traffic | If there is work going on in or around the Queens Walk area there may be vehicle traffic. Supervision is required at all times. |
| Weather protection / Sun safety | 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. There are water effects in the 4D cinema these include mist dispensers and small water squirts. |
| Slips/ Trips/ Falls | The following hazards should be noted: steps and stairs, moving capsule when boarding, wet flooring |
| High level areas | Whilst there are no high level areas per se, those who suffer from vertigo may find the experience uncomfortable. Supervision is required when getting on and off the capsule. |
| Strobe lighting | Strobe lighting effects are used in the 4D Cinema |
| Reduced lighting | N/A |
| Enclosed spaces | Guests are enclosed in the pod for 30 minutes and whilst the pod is large, some individuals may feel confined. However the capsule cannot be defined as a confined space. |
| Attraction specific risk | Care must be taken when boarding because the capsules are continually moving. Supervision is required. |



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| Door entrapment | Please make sure all children are away from the capsule door when opening. Please follow the audio instruction for this in capsule. |
| Rides | The London Eye experience time is 30 minutes. Supervision is required throughout. |
| Soft play areas / Play equipment | N/A |
| COVID-19 | <p>All guests are asked to remain with their family/friends/group and to keep a safe distance from other guests. To reduce proximity between our team and guests we have changed the way in which we conduct security searches before boarding the pods and how we undertake other guest services, including the installation of hygiene screens at our service counters.</p> <p>Our team participate in COVID-19 specific training programmes instructing them how to stay safe as well as how to keep our guests safe. We have also introduced personal protective equipment (PPE) requirements for our team. Some experiences (shops, 4D cinema Experience and Ticket Office) may be unavailable or have restrictions on the number of guests to help ensure there is plenty of room.</p> <p>You will find hand sanitiser stations around the attraction for guests to use. Enhanced cleaning will take place throughout the day and we will undertake deep cleaning measures in the event that a person presents themselves with symptoms consistent with COVID-19.</p> <p>In support of the NHS Test and Trace program, your contact details may be shared with NHS Test and Trace, if asked, in the event of a fellow guest testing positive for coronavirus.</p> |
| 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 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. |
| 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 London Eye has a medical / first aid facility which is operated by a dedicated team of qualified first aiders. Nearest hospital: St Thomas' Hospital |
| 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. |



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| Fire safety | In the event of an emergency please follow all evacuation procedures. |
| Wheelchair access | 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. |
| Lost children | Please report to member of staff or security guard. |
| Unruly children | 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. |
| 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. |
| Eating facilities | There are eating facilities inside County Hall. There are also several independent food outlets in close proximity. There are several areas suitable for picnics. |
| Welfare facilities | There are disabled toilets in the experience zone and public and disabled facilities in County Hall. |
| Additional costs | There is a retail outlet and picture booth where additional funds may be appropriate. |
| Attraction signposting | N/A |
| COVID-19 Guest Information | <p>Before you visit:</p> <p>We will be updating our social media pages and website with the latest information, keep checking back for updates. 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:</p> <p>All adults/teachers and any students over the age of 11 will be required to wear a face covering when visiting the attraction.</p> <p>You and your group will be temperature checked prior to entry. If anyone in the group is displaying a high temperature associated with fever (above 37.8 degrees Celsius), the whole group will not be permitted to enter the attraction.</p> <p>Please always remain within your group, keeping a safe distance between you and other guests. You will notice information signage informing guests of key safety messages and instructions. 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.