**Risk Assessment**

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.

We're pleased to share some important details about Health and Safety procedures at The London Eye River Cruise. 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. The London Eye River Cruise is covered under the London Eye’s 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 River Cruise adheres to HSG 65, MCA Guidelines and PLA by-laws.

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. The London Eye River Cruise boat is in constant contact with the Thames Navigation, the London Coastguard and the river police.

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

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 River Cruise.

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

We have a retail outlets and 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.

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| **Risk assessment ref no:** | Visiting schools  (8–18-year-olds) | **Name of responsible person/s:** | Kahera McDonald |
| **Date risk assessment completed:** | 22/10/2025 | **Review date:** | 22/10/2026 |
| **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 River Cruise | | |
| **Persons at risk:** | Visiting school parties, Members of the public, Teachers and Careers, London Eye Staff | | |

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| **Hazard/Risk** | **Existing Control Measures** | **Risk level\* (Tick one)** | | | **Further actions to be taken by the school to reduce risks** |
| **HIGH** | **MID** | **LOW** |
| ***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/Trip/Falls*** | * The following hazards should be noted: care should be taken when boarding and disembarking the boat, wet flooring (wet floor signage is used) |  |  |  |  |
| **Falling from a height** | * The boat has two levels. Upstairs and outside supervision is required. |  |  |  |  |
| **Strobe Lighting/Reduced Lighting/Enclosed spaces** | * N/A |  |  |  |  |

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| ***Door entrapment*** | * Beware of closing doors on fingers etc. |  |  |  |  |
| ***First Aid/Medical*** | * 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 always a minimum of four members of staff on board the boat 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. |  |  |  |  |
| **Unruly Children** | * Please report the offending group to a member of staff. Supervision is required at all times. 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. |  |  |  |  |
| **Wheelchair Access** | * Fully wheelchair accessible lift provided. |  |  |  |  |
| ***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. |  |  |  |  |
| ***Temperature*** | * The boat has top and bottom deck. * Top is open roofed and the bottom desk has windows that can be opened. |  |  |  |  |
| ***Welfare facilities*** | * Toilets are available on-board. These are suitable for wheelchair users. |  |  |  |  |
| ***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.