

Risk Assessment Form: Warwick Castle



About us

It's amazing what you can achieve in just one day away from the classroom. A school trip to Warwick Castle will challenge your pupils, fill them with enthusiasm and let them experience mediaeval history and culture first hand. Whether you spend your time at the Mill and Engine House, the river and island, the Conservatory and Peacock Garden or even the Victorian Rose Garden you will have an amazing day out.

Warwick Castle is an ideal venue for out-of-classroom learning and caters for every ability level and learning style, using a unique combination of auditory, visual and kinaesthetic learning opportunities. A trip to Warwick Castle is a mediaeval feast for all the senses.

About Merlin

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	Warwick Castle is covered by Public Liability Insurance to the amount of £5 million. The Policy is with Marsh Insurance (Policy No UKCANC33447).
Local Enforcement Agency	Warwick District Council Environmental Health Department.
Rides Engineering / Maintenance	N/A
Food Safety and Hygiene	All food outlets operate in accordance with the Food Safety Act 1990. They are regularly inspected by the local Environmental Health Department.
Attraction Staff / Staff identification	Apart from office areas, staff wear uniforms and name badges. Please be aware that some staff will be in costume without name badges. Full criminal record checks are carried out on all staff employed at this attraction.
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.

Risk Assessment

Vehicle traffic	The attraction's grounds are closed to public vehicles though there is a requirement for movements on site of internal vehicles. Roads are clearly marked on maps and walkways
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	provided wherever possible. There are designated drop-off points for coaches at Warwick Castle and there is no requirement for children to cross any busy public roads.
Weather protection / Sun safety	Shaded areas are provided throughout the site and some picnic areas have parasol cover. There are no general areas to shelter in bad weather other than the main Castle building or the restaurant areas.
Water	Areas of the attraction's grounds do feature water, for example the River Island. Direct access to the river is prohibited, but children or students aged 18 years or under, must be accompanied by a teacher or leader at all times during their visit.
Slips/ Trips/ Falls	The following hazards should be noted: <ul style="list-style-type: none"> ✓ Handrails are provided where necessary ✓ There are no steep slopes at the castle ✓ To avoid accidents it is advised that children / students take care and do not run ✓ Floors are non stick where ever possible ✓ Care needs to be taken if the castle grounds are wet
High level areas	Supervision is required and there is no climbing on the barriers.
Reduced lighting	In the Castle Dungeon experience and the Kingmaker 1471 experience.
Enclosed spaces	Stairways of the Towers are narrow in places which could cause discomfort to some.
Attraction specific risk	As a mediaeval Castle there are many uneven, cobbled surfaces and spiral staircases of various widths.

Door entrapment	Beware of closing doors on fingers etc.
Rides	N/A
Soft play areas / Play equipment	From the end of September 2008 a play area for young children has been opened called 'The Pageant Playground' .This is a no smoking area which requires adult supervision and a list of the play Ground rules is posted at the entrance to the area. We also request that the area is not used as a meeting point before departure.
Dungeon attraction	From Easter 2009 a new attraction 'The Castle Dungeon' has opened for which there is an additional entry charge. The attraction is not suitable for young children or those of a nervous disposition. It is recommended that any child entering the attraction is over 12 years of age.

Attraction Arrangements

Arrival arrangements	Schools are fast tracked through the Admissions area. We try to restrict giving every pupil a map to try and save on paper, but all teachers receive a copy.
Parking	There are several car parks within walking distance of the Castle. Please visit the website for more information.
First aid	Warwick Castle has medical / first aid facilities which are operated by a dedicated team of qualified first aiders.

Emergency planning	Warwick Castle has a contingency plan in the event of an emergency. The emergency plan has been developed in conjunction with the local emergency services, which have regular meetings regarding emergency procedures.
Fire safety	In the event of an emergency please follow all evacuation procedures.
Wheelchair access	Wheelchair access is limited in certain areas of the Castle though access is provided wherever possible. However, some areas within the castle may have restricted access for safety reasons. Wheelchairs are available on a first come first serve basis.
Lost children	If a child becomes lost and unable to remember the school's pre arranged meeting point, they should approach a member of staff for help.
Unruly children	Please report the offending group to a member of staff. Groups making unnecessary noise may be spoken to by a member of staff. Ball games or similar are not permitted.
Age / height restrictions	There are no age or height restrictions. However, the Castle Dungeon may not be suitable for children under the age of 10 years.
Lockers / storage facilities	There are no locker facilities at this attraction. Visitors must retain their belongings at all times and Warwick Castle will accept no responsibility for lost or stolen items.
Eating facilities	There are several food and drink establishments within the grounds serving a variety of hot and cold meals / drinks. There are also adequate picnicking facilities within the grounds. Food and drink are not permitted in any indoor area of the Castle.

Welfare facilities	Toilet facilities are located in the Stables entrance area by the Undercroft restaurant in the main Castle building, the Conservatory and the Mill. Toilets suitable for wheelchair users are located in the Stables Courtyard and Conservatory and are equipped with emergency call alarms.
Additional costs	There are several outlets around the ground serving snacks and drinks. There are also vending machines available on site.
Attraction signposting	Warwick Castle is well sign-posted along with comprehensive detail on the Castle map. Maps are issued and available on admission.

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.

