



## **Twinlakes All Action Theme Park Melton Mowbray**

It's amazing what you can achieve in just one day away from the classroom. A school trip to Twinlakes All Action Theme Park will challenge your pupils, fill them with enthusiasm and let them experience the thrill of practical learning first hand. Twinlakes All Action Theme Park is an ideal venue for out-of-classroom learning and caters for every ability level and learning style. Here at Twinlakes Park we pride ourselves on being not only a rides park, but a complete indoor / outdoor experience, packed with areas of fun designed to challenge the young and enhance the play and learn experience. We have specifically left certain areas of the park as natural conservation areas. And dependant on the season it is not uncommon to spot the odd Rabbit, Pheasant, Fox or Woodpecker. A ride on our train often results in the sighting of Herons, Swans and Geese and if you are really lucky you might spot a Kingfisher along the banks of our stream.

## **Brief History**

Three brothers from South Devon purchased Tumbledown Farm in October 2002. Mike, Chris and Phil Bendall renamed the attraction Twinlakes Park and the park opened in 2003. They bring with them considerable experience as the Bendall Family are the founders of the popular Woodlands Leisure Park in South Devon, which in its 16 year history prior to Twinlakes opening has won many awards for providing excellent service, quality and value. Twinlakes Park in 2018 proudly celebrated its 15<sup>th</sup> Birthday.

## **Our Aims and Objectives**

Twinlakes aim is to maintain a safe environment for families, groups and schools, whilst at the same time ensuring an enjoyable time is had by all, to ensure that all visitors leave the park feeling completely satisfied with their day here at the

park. Twinlakes recognises the importance of customer care and therefore all employees are given basic training to help them portray the warm welcome we wish to offer to all our visitors both big and small. By continually re-investing into the organisation Twinlakes Park strives to maintain a reputation for being a ‘Great family day out full of fun and variety’.

## **Legal Requirements and Attraction Information**

### **Public Liability**

Twinlakes Theme Park is covered by Public Liability Insurance to the amount of £5 million. The Policy is With Catlin Insurance Company (NDML) (Policy Renewal date 17/11/2019).

### **Local Enforcement Agency**

The Park is enforced by the Health and Safety Executive (rides & attractions), Environmental Health Department (grounds, shops & restaurants).

### **Rides Maintenance/Operation**

All rides are maintained and operated in accordance with the Health & Safety Executive Document HSG175 entitled “Fairground and Amusement Parks – Guidance on Safe Practice”

### **Food Safety and Hygiene**

All food outlets operate in accordance with relevant food safety legislation and are regularly Inspected by the local Environmental Health Department.

### **Animal safety / Hygiene**

We operate under zoo licensing act 1981. And inspected annually by local Environmental Health Dept. & DEFRA

## Staff

Attraction Staff / Staff identification

All staff wear uniforms and name badges for easy identification.

### Risk Assessment, for School / group visits while on the park only.

<b>Task / activity</b>	School Visits	<b>Date of this assessment</b>	14/05/2019
<b>Assessment carried out by:</b>	D H Smith	<b>Date of previous assessment</b>	08/05/2018

Hazards identified	Persons at risk					Worst case outcome					Likelihood/probability					Outcome
	Emp	Yp	Con	Pub	Vis	Ext	Maj	Mod	Min	Tri	VL	Likely	Poss	Un L	R	x likelihood
						<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	TOTAL
Exposure to weather Hot / cold		/		/				/					/			9
Pupil Lost or separated from group, Distressed		/						/					/			9
Illness or Injury		/		/			/						/			12
Specific needs of Specific pupils.		/		/				/					/			9



	<b>High Risk 20-25</b>
	<b>Medium Risk 8-16</b>
	<b>Low risk 1-6</b>

**MATRIX KEY**

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	Very Likely	Likely	Possible	Unlikely	Rare
Extreme	Immediate 25	1 weeks 20	1 months 15	3 months 10	12 months 5
Major	1 week 20	1 months 16	3 months 12	6 months 8	12 months 4
Moderate	1 months 15	3 months 12	6 months 9	12 months 6	No action 3
Minor	3 months 10	6 months 8	12 months 6	No action 4	No action 2
Trivial	12 months 5	12 months action 4	No action 3	No action 2	No action 1

Hazards Identified	Risk	Existing Controls	Residual Risk after controls	Further action required	Action By	Date
Exposure to weather Hot / cold	9	Buildings are heated in winter and provide shade in the summer.	6	School to consider what time of year you plan to visit and advise pupils on what to wear or bring in the way of coats, gloves, hats or sun protection. Check local weather forecast. Wear sensible flat shoes.	School to Provide clear information about suitable clothing and equipment to pupils and parents.	
Pupil Lost or separated from group	9	Twinlakes Park operates an emergency radio system, allowing staff to communicate and reunite lost child with family or group. Lost child collection point at entrance gate (indicated on the park map)	6	Regular head counts, Staff / pupil ratios in line with education services policy, School to brief children that if they were to get separated from the group, report to the nearest ranger (identified by the red uniform) and a radio call will go out immediately.	School to provide clear information to pupils and staff / helpers.  Brief students / pupils about RED rangers and who to approach.  Advice DO NOT LEAVE THE PARK.	
Illness or Injury	12	The first aid centre is located near to the entrance and is operated by our first-aid team. Many of our rangers are also first aid trained.	4	It is recommended that at least one leader with each group be first aid trained. Leader should be able to call for emergency services if	School to Use recommended consent form	

				required. Know if any particular pupil requires specific treatment or medication. Or has any allergies.		
Specific needs of Specific pupils.	9		9	School to obtain information from parents and make necessary arrangements for individual pupils if required.	School to do a separate risk assessment for individual pupils if required.  Use recommended consent form	
Lack of supervision	12		12	Staff / Pupil ratios in line with education services policy. Use buddy system if needed. Ensure pupils sufficiently briefed, clear guidelines on emergency procedures. Staff must understand they are responsible for pupils at all times.	School to plan, and brief all staff and pupils prior to your visit. Set guidelines and parameters.  Staff to check all ride signs prior to allowing pupils to queue, many rides have height restrictions.	
Leaders own Children	9		9	If staff (teacher or volunteer) families join the group, pupil supervision must not be compromised	School to consider this before staffing levels agreed.	

Vehicle movement within the park	15	All vehicle movement on the park after 9.45 has to be supervised by TL personnel.	5	Policy review every 12 months if required.	D H Smith	12/05/2020
Water	15	All water rides tested on a monthly basis, splash play tested daily	5	Policy review every 12 months if required.	D H Smith	12/05/2020
Door Entrapment	2	Doors maintained to set standards, most with slow close motion.	2	No further action.	D H Smith	12/05/2020
Rides	10	Daily hazard spotting/checks. Annual inspection and NDT by registered inspector. Operator fully trained to load, balance and operate rides.	4	Refresher training on an annual basis.  Ongoing Checks	Operations  Maintenance	12/05/2020
Play areas	9	Daily hazard spotting / checks. Reports monitored and repairs carried out when required.	3	No Further Actions		12/05/2020
Animals	16	All animals checked daily / animal welfare. No dangerous / Venomous animals or reptiles in contact with the public.	4	Policy review every 12 months if required.	D H Smith	12/05/2020



		Adequate signage where animals may nip. Hand wash stations located throughout animal petting areas.				
Slips, Trips & Falls	12	Building floors carpeted and even. Linoleum floors may be mopped on a regular basis adequate signage if so. Outside paths are mainly tarmac some may be gravel. Uneven ground signs are used where possible. While every effort has been made to reduce Slips, Trips and Falls please remember this is a park environment, we would therefore recommend moving around the park in an orderly fashion and do not run.	3	Ongoing Checks	Operations	12/05/2020

<b>Signed:</b>  D H Smith	Reassessment due every year or on Change of procedure / practice / After an incident.	<b>Due date</b> 12/05/2020
<b>Date:</b>  12/05/2019		

## **Arrival arrangements**

The drop off / pick up point is situated at the head of the car park just outside the main entrance to the Park but within the park grounds. Maps are available to all guests on admission and school parties are fast tracked through admissions entry.

## **Parking**

There is ample car / coach parking facilities available.

## **First aid**

The first aid centre is located near to the entrance. It is operated by our first-aid team

Many of our rangers are also first aid trained. The nearest hospital is 2 miles from the Park (Melton Mowbray); the nearest A&E Departments are at The Royal Infirmary (Leicester) or The Queens Medical (Nottingham).

## **Fire safety**

In the event of an emergency please follow all evacuation procedures.

## **Disabled access**

The attraction aims to ensure that the Park is accessible to all visitors. Further guidance on access and facilities for disabled visitors is available from our Reception Team or on our web site.

## **Lost children**

Lost children / person collection point is situated at the main reception. Children should approach a member of staff if they are lost / unsure of their location. Twinlakes has a strict policy for the safeguarding of children and for reuniting them with the parent / guardian or school group as quickly as is possible. All Operations staff and Red Rangers are equipped with communications radios.

## **Safeguarding Children**

Twinlakes Park operates a very strict policy for the safeguarding of children.

## **Unruly children**

The attraction has regulations for all rides and play areas. Staff are trained to enforce these regulations for the benefit of all guests. Staff will instruct children to behave where necessary.

## **Age / height restrictions**

There is no minimum age restriction in respect of entry to the Park and this is left to the discretion of the parent/ guardian/ school. Height restrictions do apply on some rides/attractions and there is a list of other safety related restrictions (dependent on the ride) and general information at the entry point to each attraction.

## **Food.**

There are several food and drink establishments within the Park, serving a variety of hot and cold food / drinks. There are also adequate picnicking facilities within the grounds. (Please speak to our catering staff if you or any of your party has any food allergies).

## **Welfare facilities**

Toilets are located at various locations within the Park. These are clearly sign-posted on maps and in the Park. There are also various hand washing facilities located around Animal Farm & the petting areas.

## **Additional costs**

There are numerous outlets around the Park serving meals, snacks and drinks. There are also vending machines available.

## **Attraction signposting**

Twinlakes Theme Park is well sign-posted. Maps of the Park are issued and available to all guests on admission.

The purpose of this document is to enable schools / groups to use the information provided for the development of a 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 Park. And Twinlakes Park 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.

