



## FIRST AID AND EMERGENCY SERVICES

Group First Aiders should administer First Aid for children and vulnerable adults using the group's own First Aid Kit. First Responder assistance and emergency telephone access are available via Centre staff. Statutory First Aid Kits are located at each attraction Reception and with Laser Ops Directing Staff. Injuries needing off-site treatment must be recorded in the Accident Book and Centre staff informed of casualty evacuation.

- **Fire and Rescue, Police or Ambulance** dial 999 and follow the instructions given by the operator.
- **Public Access Defibrillator** Woods of Whitchurch (300 metres).
- **Casualty and Maternity** Hereford County Hospital, 01432 355444 (17.4 miles and 38 minutes drive).
- **Dental Surgery** Symonds Yat Dental Care, 01600 890233 (150 metres).

## INFORMATION FOR STATUTORY RISK ASSESSMENT

Wye Valley Visitor Centre and staff are exempt from Adventure Activity Licencing Regulations and CRB checks. Safety is a priority, so the centre is designed to be safe for its intended use, but there are potential hazards.

### **Be prepared for grazes, stings, and the weather.**

Take care to prevent:

- Traffic accidents in the car park and on the lane outside the maze
- Fall from the Viewing Platform in maze, and the berm at Laser Ops
- Poisoning from eating plants and insects in the Butterfly Zoo
- Zoonotic disease from contact with animals or animal waste
- Clubbing on the minigolf course
- Drowning or immersion in the stream.

Group Activities and the rules of play significantly reduce risk. All guests must exercise their own judgement in their use of the premises. Predisposition and negligent or wilful behaviour are contributory factors in most injuries. Carers should read our Disability Access Statement for special information on managing additional risks for disabled people and vulnerable adults.

All Groups Leaders should plan for incapacity of key personnel. Group Leaders have been overcome here by acute illness or by injury inflicted by a group member. Our allowance for free Attendants exceeds RoSPA guidelines.

The table below specifies critical hazards and precautions. The action on failure is intervention by any member of Centre staff, Group Leader or other Attendant who becomes aware of the situation. Group Leaders are asked to report all dangerous incidents to site staff for reassessment of risk factors.

## MEASURES TO CONTROL RISKS

| HAZARD                       | LOCATION  | POTENTIAL RISK                         | PRECAUTIONS TO AVOID INJURY  |
|------------------------------|---|--|--|
| Road Traffic Accident        | Car Park, Pedestrian Crossing to Maze, Promenade            | Critical injury                        | Observe road markings, drive with care, use designated parking, footways and assembly points, supervise your group's movements |
| Slip or trip                 | All footways, footbridge, grass areas                       | Minor injury                           | Look ahead, take care if wet or icy, wear suitable footwear  |
| Fall from height             | Maze platform, footbridge, furniture, trees, Laser Ops berm | Critical injury                        | Do not climb, lean against fences, cross safety barriers or enter closed enclosures  |
| Immersion in water           | Stream near picnic area, Maze fountain                      | Drowning or hypothermia                | Supervise children and vulnerable adults near water  |
| Pedestrian collision         | Paths in Maze, Laser Ops                                    | Head injury                            | Do not rush blindly around corners   |
| Impact by putter or tagger   | Mini Golf, Laser Ops  | Head injury                            | Use putting strokes, observe game rules, keep distance from other players  |
| Allergic reaction            | All areas   | Asthma, hay fever, rashes              | Bring inhaler if vulnerable  |
| Bites or stings              | Open areas  | Minor injury, hyperallergenic reaction | Dispose of waste in bins, avoid scaring wasps and dogs, bring adrenalin if vulnerable  |
| Poisoning                    | Butterfly Zoo, gardens, promenade                           | Critical injury                        | No eating or drinking in Zoo, wash hands, don't eat plants   |
| Zoonotic disease             | Butterfly Zoo, outdoor areas                                | Critical injury                        | See document: "Safety for Animal or Plant Encounters"  |
| Foreign object in eye or ear | Museum of Mazes sand tray                                   | Eye injury and ear or eye infection    | Supervise children, do not throw sand  |
| Climate                      | All outdoor areas   | Sunburn, hypothermia, hyperthermia     | Wear suitable clothing and sun-block, use shade and shelter, eat and drink   |

## Tips for Group Leaders

- **Checklist for all group members**

- ☐ Sun-hats
- ☐ Water
- ☐ Long sleeves
- ☐ Rain-proofs
- ☐ Inhalers
- ☐ Stout footwear
- ☐ Money

- **Checklist for Group Leader**

- ☐ Booking confirmed by your payment of deposit
- ☐ Copy of our booking notification
- ☐ Means of payment for contingencies and parking
- ☐ First-aid kit and Medicines
- ☐ Group manifest and any Risk Awareness Declarations
- ☐ Specify a Carer to escort and evacuate each vulnerable person ICE
- ☐ Mobile phone

- **Arrival time and delay**

Please do your best to arrive at the time arranged with us to avoid conflicts with other groups. Things happen, so if you are delayed then do telephone us on **01600 890360** early on, so that we can plan to alleviate difficulties.

- **Check-in**

Parking bays for vehicles over 4.8 metres long are on the left inside the main gate. You can drop off but there is no waiting in the parking area, so we recommend pick up outside. You or your back office can pay for parking using the Evology app (car park no. 800672, Direct Debit available) or you can pay on exit with cash or card at a kiosk.

Lead the party to use the toilets and check in at one of our Reception point and pay for any unbooked extras before entry - *All Group Activities begin at an assembly area outside the attraction, which we designate at check-in.*

- **Time for activities**

We may adjust the running-order and start of activities during the day in the interests of smooth running. *Let us know your departure time on arrival.*

- **Food**

Please take picnics at the picnic tables we provide, or on the grass. An area may be designated to you if there is more than one group using the site. The Picnic Refuge gives a break from inclement weather and some seclusion.

You can buy drinks, ice cream and food at Izzie's Cafe. *Please respect the independence of The Tearoom Café - don't use the café tables for picnicking.*

- **Shopping**

Our Butterfly Zoo shop helps to fund our facilities. We give great value and children get valuable experience in handling money. We recommend that they bring change, our bank being many miles away. Ten in the shop will avoid crowding our other customers.

## Actions on Emergency for Visitors

### On discovering a fire

Raise the alarm:

Shout **FIRE FIRE FIRE** or ring the alarm bell

Evacuate the premises, following any staff instructions

Go to the assembly point

### On hearing the fire alarm

Evacuate the premises, following any staff instructions

Go to the assembly point

## Assembly points for fire

### IN THE MAZE OR LASER OPS ENCLOSURES:

*by the entrance to avoid traffic hazard*

Check that all your party are present, report any missing to our Manager, then leave enclosure as a group and go to The Main Gate Assembly Point to join any of the party outside the enclosure

### ELSEWHERE AT THE CENTRE:

*at the Main Gate Assembly Point*

Check all your party are present

**REPORT MISSING PERSONS FOUND TO THE CENTRE MANAGER**

**DO NOT ASSEMBLE GROUPS IN ACCESS OR EGRESS POINTS**

**KEEP ROADWAYS CLEAR FOR EMERGENCY VEHICLES**

## On mass casualty incident

**RUN** if you can - run fast, drop all baggage, find a safe haven

**HIDE** if you can't escape, not in groups - lock and barricade

**TELL** emergency services 999, put phone on silent, turn off vibrate

**TREAT** the most serious casualties first

*We recommend that all people responsible for a group download the **CitizenAID app** to learn about immediate actions, first aid and emergency response in advance.*