



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 in each shop, the Maze enclosure 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.

For Fire and Rescue, Police or Ambulance dial 999 and follow the instructions given by the operator. Public Access Defibrillator: Woods of Whitchurch (300 metres), dial 999 for access. Minor Injuries Unit: Ross Community Hospital, 01989 562100 (6.3 miles and 18 minutes drive). Casualty and Maternity: Hereford County Hospital, 01432 355444 (17.4 miles and 38 minutes drive). Dental Surgery: Mrs S.R. Williams, 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 the maze, and berm at Laser Ops
- Poisoning from eating plants and insects in the Butterfly Zoo
- Clubbing on the minigolf course
- Drowning 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 by acute illness and by injury inflicted by a group member. Our allowance for free Attendants exceeds RoSPA guidelines.

The table below specifies critical hazards and precautions which visitors should take to avoid injury. The action on failure of precautions 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 group 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, Laser Ops berm	Critical injury	Do not climb, lean on fences or cross barriers
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 all 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 before eating
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**

First-aid kit, medicines, group manifest, Laser Ops Declaration Forms, mobile phone, our confirmation email, money for parking and activity.

- **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**

Our coach-parking bays are on the left inside the main gate (reverse in to space). Lead the party to use the toilets while you pay to park and check in at one of our Reception points - *All Group Activities begin at an assembly area outside the attraction, which we designate when you arrive.*

- **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 has a vending station selling high energy snacks and hot and cold drinks.

You can buy drinks, ice cream and food at the Tearoom Cafe. *Please respect the independence of The Tearoom Cafe: Don't use their tables to picnic.*

- **Shopping**

Booked groups get a 10% discount in the shops which help to fund our facilities. We give great value and it's an opportunity for children to practice using money. Ten in a 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 AND 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 The Coach Park assembly point to join any of the party outside the enclosure

ELSEWHERE AT THE CENTRE:

at the Coach park

Check all your party are present, report missing to the Centre Manager

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

Download the CitizenAID app for public immediate action and first aid information