



About Shrek's Adventure! London

A unique walk and ride attraction for the whole family. Step into the kingdom of Far Far Away and enjoy a brand new madcap Shrek adventure where amazing DreamWorks animation, captivating story-telling and a good dose of Donkey's cheekiness awaits. Explore the fantasy worlds of Far Far Away and meet everyone from Princess Fiona, Puss in Boots, 'Gingy' the Gingerbread man to Pinocchio and the Three Little Pigs. But beware, Rumpelstiltskin, wearing his 'angry wig', will do all he can to disrupt your tour and stop your return to London. Will you collect all the special ingredients needed for the magic spell to transport you safely home?

About Merlin Entertainments Group

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 67 million visitors worldwide, through its iconic global and local brands, and the commitment and passion of its managers and employees. Merlin has over 130 attractions, in 25 countries, across three continents - Europe, North America and Asia.

Legal requirements and attraction information

Public Liability	Shrek's Adventure! London is covered by Public Liability Insurance to the amount of £10 million. The Policy is with Chubb European Group Limited (Policy No UKCANC33447).
Local Enforcement Agency	Shrek's Adventure! are enforced by Lambeth Council. Please contact the attraction if further information is needed.
Rides Engineering / Maintenance	Adheres to HSG 65 and Fairground and Amusement Parks – Guidance on Safe Practices HSG 175.
Food Safety and Hygiene	The food units operate in accordance with the Food Safety Act 1990 and are regularly inspected by the local Environmental Health Department, and undergo regular internal health and safety audits carried out by Merlin Entertainments.



Attraction Staff / Staff identification	All attraction staff wear uniforms and name badges. Please be aware that some staff will be in costume without name badges. A policy exists for all new staff to have criminal record checks.
Security	The attraction has a dedicated security team who are able to deal with security issues on site. The team is also trained to deal with emergency incidents that may arise.
COVID-19	We've been awarded the VisitEngland 'We're Good to Go' industry charter mark. This verifies that our attraction meets the Government and public health guidance on COVID-19 and that we have all the required health and safety processes in place to ensure you have a safe and enjoyable visit.
Risk assessment	
Vehicle traffic	N/A.
Weather protection / Sun safety	The attraction is indoors so weather protection is not required. The only exception may be when groups are asked to wait outside while tickets are collected on arrival to avoid crowding in the entrance way.
Water	There are water effects throughout the attraction. These include mist dispensers and small water squirts.
Slips/ Trips/ Falls	The following hazards should be noted: <ul style="list-style-type: none"> • Trips caused by looking in the display and not at the floor • Wet flooring • Steps and stairs
High level areas	Supervision is required.
Strobe lighting	Strobe lighting effects are used throughout.
Reduced lighting	Care should be taken due to reduced lighting.
Enclosed spaces	There are enclosed spaces throughout. We have two lifts that move guests from the ground floor to the first floor. The lift duration is approximately 10 seconds.
Attraction specific risk	All safety instructions must be obeyed.
Door entrapment	Beware of closing doors on fingers etc
Rides	4D Cinema
Soft play areas / Play equipment	N/A
COVID-19	All guests are asked to remain with their family/friends/group and to keep a safe distance from other guests. To reduce proximity between our team and guests we have changed how we undertake our guest services, including the installation of hygiene screens at our service counters.



	<p>Our team participate in COVID-19 specific training programmes instructing them how to stay safe as well as how to keep our guests safe. We have also introduced personal protective equipment (PPE) requirements for our team. Some experiences may be unavailable or have restrictions on the number of guests to help ensure there is plenty of room.</p> <p>You will find hand sanitiser stations around the attraction for guests to use. Enhanced cleaning will take place throughout the day and we will undertake deep cleaning measures in the event that a person presents themselves with symptoms consistent with COVID-19.</p> <p>In support of the NHS Test and Trace program, your contact details may be shared with NHS Test and Trace, if asked, in the event of a fellow guest testing positive for coronavirus.</p>
Attraction arrangements	
Arrival arrangements	If you are bringing a group by minibus or coach and need to drop off and pick up your group you can take advantage of coach-parking bays by the London Eye, please note that space is very limited. 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 Shrek's Adventure! London.
Parking	Please go to the 'Visitor Information' pages on the website for the most convenient car park in relation to the attraction.
First aid	Shrek's Adventure! London has medical / first aid facilities which are operated by a dedicated team of qualified first aiders. Nearest hospital: St Thomas' Hospital
Emergency planning	Shrek's Adventure! London has a contingency plan in the event of an emergency. The emergency plan has been developed in conjunction with the local emergency services and on site team who have regular meetings regarding emergency procedures.
Fire safety	In the event of an emergency please follow all evacuation procedures – all staff are fully trained in the evacuation procedures of the building.
Wheelchair access	Shrek's Adventure London is Wheelchair Accessible , however it may not be possible for all guests to access the 4D Magic Bus. Upon arrival at Shrek's Adventure please speak to a member of the team at the entrance and they will assist in your entry into the attraction. The entrance is step free and on ground level. Access to the first floor is via a lift. The majority of the tour is on level pathways however the floor of the Magic Bus Depot and the Rickety Bridge have an incline and some floor surfaces are uneven. Wheelchairs must not be over the width of 27 inches wide and must be able to navigate tight angles and uneven flooring. Unfortunately we are unable to admit mobility scooters. Please note:



	To ensure the safety of our guests we are only able to admit one wheelchair user per hour due to fire evacuation procedures.
Lost children	Children should approach a member of staff or Security if they are lost.
Unruly children	The attraction has regulations displayed at the entrance. 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.
Lockers / storage facilities	There are no lockers or storage facilities at our attraction. All bags must accompany customers at all times due to security reasons. No bags are to be left – suitcases are not permitted
Eating facilities	If you have a workshop booking our education space is available to book for use as a lunch area (subject to availability). Alternatively there are a number of spaces, cafes and restaurants in the South Bank area. South Bank Centre located towards Embankment Bridge also has cafes and a large indoor space. Additionally, if the weather is nice, Jubilee Gardens is perfect for outdoor picnic.
Welfare facilities	Toilets are located on the first floor of the attraction, upon exiting the lifts. If toilets are needed before entering the attraction, guests will need to use those situated within the London Eye ticket hall.
Additional costs	There are photo points and a souvenir gift shop.
Attraction signposting	Tours are operated throughout the attractions and individuals are not left to navigate on their own.
COVID-19	<p>Before you visit:</p> <p>We will be updating our social media pages and website with the latest information, keep checking back for updates and before leaving home, please check our website and social media pages for the latest information. Should you or any member of your group start displaying any of the symptoms associated with COVID-19 please refrain from visiting. Please contact customer services should you need to amend your booking.</p> <p>When you arrive:</p> <p>All adults/teachers and any students over the age of 11 will be required to wear a face covering when visiting the attraction.</p> <p>Please always remain within your group, keeping a safe distance between you and other guests. You will notice information signage informing guests of key safety messages and instructions. Please ensure you consider your teacher to child ratio to help enforce/manage this.</p>

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.