Blue Reef Aquarium Portsmouth Risk Assessment

Once a booking is confirmed your school is welcome to have two free tickets to make a pre-visit once. Please give us a call on 02392875222 to book in your free pre-visit.

The risk assessments produced in this document should be used as a guide only and an opportunity to conduct a full risk assessment in person prior to your booked visit, which is made available through a bookable free pre-visit for up to two people.

Important Information
Insurance: Sompo Endurance Worldwide Insurance | Policy Number: LCA309837200

Blue Reef Aquarium Management: A dedicated duty manager, fire marshal and first aider are appointed each day to ensure that the aquarium is managed appropriately. Regular inspections are carried out by our maintenance team and duty manager to ensure that all areas are safe and fit for purpose.

5	10	15	20	25
4	8	12	16	20
3	6	9	12	15
2	4	6	8	10
1	2	3	4	5

Risk Rating
Likelihood – 1 (Highly Unlikely) / 2 (Unlikely) / 3 (Moderately likely) / 4 (Likely) / 5 (Highly Likely)
Severity – 1 (Insignificant) / 2 (Minor injuries) / 3 (Notable injuries) / 4 (Major injuries) / 5 (Death)

Upon Arrival

A member of the Blue Reef Aquarium team will greet your group on arrival to direct you to the toilets, your lunch area and storage facilities for bags and coats. Before you enter the displays, a staff member will go over the rules of the aquarium for your safety which include:

- No hands in open-top tanks
- Not to touch any of the animals
- No flash photography
- Not to bang on any of the glass or run around as the vibrations from these activities harm the animals

During Your Visit

Task: Walking through exhibits

Description: On a visit you will walk through four themed zones. The aquarium is all on one floor and is suitable for wheelchairs and light mobility scooters throughout.

Hazard	Who may be harmed?	Existing Controls	L	S	R
Falls from trip hazards	Children and Teachers	1. Staff will mention in the rules not to run around the displays 2. Teachers will supervise children throughout the trip 3. Handrails are provided along the ramps for safe walking 4. Duty Manager to conduct regular walkthroughs to check for slip or trip hazards	2	2	4
Animal bite from putting hands in enclosures	Children and Teachers	1. Staff will ask people not to put their hands into any enclosures before entry into aquarium 2. Warning signs available by open-top tanks 3. Food to be scattered over water rather than hand-feeding animals 4. Teachers will supervise children throughout the trip	2	3	6
Lost child	Children	1. Staff on front desk monitoring people entering and exiting the displays 2. Staff trained to handle lost child scenario discreetly to avoid interception with Duty Manager organising look out. 3. Teachers will supervise children throughout the trip	1	1	1

Fire Procedure

The following actions will be taken upon the fire alarm being sounded/raised.

The Duty Manager will take charge and lead in the fire evacuation, ensuring this is done in a calm and orderly manner, providing assistance to those needing additional help in evacuating to the nearest Evacuation point located outside the front of the building on Clarence Esplanade. Please safely escort your group towards your nearest signposted fire exit and assemble safely away from the building. Staff will check the building to ensure all areas are clear (including back areas) if safe to do so and ensure all doors are closed on the way out. Our fire assembly point is opposite the front of the building on the common.

First Aid Procedure
Should a first aid situation occur during your trip we are well equipped with a team of qualified first aiders on-site, a private first aid room and a locally accessible defibrillator in the event of an emergency.

A dedicated first aider will be available on the day to handle any situations which require medical attention. A duty manager will also likely be called to assist in a first aid situation where we will need to record this in our accident book.

In the event of a first aid situation a non-affected teacher should be present with the affected child or adult to be able to provide a clear account of what occurred and to sign the accident report. The teacher may be expected to assist the first aider in the event of an emergency.

If any children have allergies it is the responsibility of the school to carry and be trained to provide antihistamine medication.

Wet floors

Wet floors may be encountered during a trip to Blue Reef Aquarium: on rainy days our entrance foyer may become slippery when wet, our rays frequently splash water out of their tank and whilst we try to minimise any splashes from displays or bucket spillages, you may encounter wet floors from these. We always try our hardest to signpost and deal with wet floors as soon as they are noted but we would encourage you to report any unattended wet floors to us at your earliest opportunity and take care when moving around them.

Hazard	Who may be harmed?	Existing Controls	L	S	R
Slips on wet floors	Children and Teachers	1. Wet floor signs in place 2. Teachers or staff to alert Duty Manager or Maintenance to attend to cause of spillage	2	2	4

Gift Shop and Café Facilities
Access is available to our on-site gift shop and café.

Hazard	Who may be harmed?	Existing Controls	L	S	R
Injuries from overcrowding in the gift shop	Children, Teachers, Staff and Public	1. School groups will be asked to enter the gift shop in small groups at a time 2. Teachers will supervise children throughout the trip	1	1	1
Scalds from hot drinks from the café	Children and Teachers	1. Teachers will supervise children throughout the trip 2. Tables will be reserved for children to eat their lunch at away from general café customers	1	3	3
Allergic reaction from foods	Children and Teachers	1. Allergen information and safety labelling provided on tubs and individually wrapped items 2. Allergen file available from cafe	1	5	5

Toilet Facilities

Our main toilet facilities are located on the in shark lagoon, around ¾'s of the way around the aquarium.
We do not currently have any dedicated changing facilities for older children and adults.
There are additional toilets located in our café next door.
Toilets are thoroughly cleaned on a daily basis by our dedicated cleaning team and they are checked throughout the day by the Duty Manager.
We request that teachers accompany children to the toilets wherever possible to reduce disruption and encourage safeguarding. We also request that teachers check the toilets after their visit to ensure that taps are not left running and a mess is not left behind.

Darkened Areas
Some areas of the aquarium are set to lower levels of lighting to enhance the experience of seeing our animals in their naturally-themed environments. Whilst care is taken to ensure that areas are adequately lit for safe manoeuvre, time should be taken to let eyes adjust to the lighting change upon entry and exit to the displays.
Some children experience emotional difficulties entering the darkened entrance and we can suggest an alternative route around the aquarium in order to avoid these. This will cause them to miss the tropical treasures zone and tunnel tank.

Don't forget to book your free preview visit for up to two teachers!

If you have any concerns about your visit please call the office team on 02392294443 and we will be very happy to help

We hope that you enjoy your trip to Blue Reef Aquarium Portsmouth!

Name of Group:

Date of Visit:

Lead Teacher Name:

I acknowledge that I have read and understood the risk assessment associated with group bookings at Blue Reef Aquarium, I agree to the terms and conditions as set out in the risk assessment.

Signed:

Date:

Important Information

Blue Reef Aquarium is covered by Public Liability Insurance to the amount of £5 million; the policy is with Sompo- Endurance Worldwide Insurance Limited, policy number LCA309837200

Booking Process	At the booking stage we must first have confirmation that the school & group risk assessment has been read before starting the booking. A signed copy of the school & group risk assessment must be returned to Blue Reef Aquarium at least 7 days before the date of the visit to ensure the visit goes ahead. A free visit for one teacher is permitted to carry out any group-based risk assessments prior to the visit date, please note this is for one teacher only. Please consider your teacher to children ratio to help manage the visit whilst at Blue Reef Aquarium, we advise 1 adult to 6 children. At the time of booking a predefined schedule will have been agreed, this includes arrival times, workshop times, lunch times if applicable, shop time and a departure time; please adhere to these times to ensure the visit goes swimmingly!
Before setting off	If any children, teachers and accompanying adults feel unwell before setting off, please do not travel to Blue Reef Aquarium or enter the building.
Arrival at the Aquarium	There is limited coach parking in the D-Day Museum Car Park to the East of the Aquarium. There is also on street parking suitable for cars and small mini buses, a large bus stop right outside the aquarium entrance can be used for dropping off. Please note that all car parking in the area is operated by Portsmouth City Council and has no affiliation with Blue Reef Aquarium Portsmouth, please ensure you follow all 'pay and display' instructions. Once you have arrived please keep the group together outside the main entrance doors to the aquarium, one lead teacher should approach the reception desk and let the team know you have arrived. Your group will be processed and payment taken at this time, you will be given an itinerary on arrival, please ensure the timings are adhered to at all times. Payment will be processed upon arrival, there is no invoicing/paying by BACS option; full payment must be made on the day, we accept cash, card payments and school cheques, or we can call the Business Manager/Group Secretary for payment over the phone if agreed at the time of booking
Storage	All school bags and coats should be stored in our entrance area in the crates provided, please note staff cannot handle any personal belongings. Please ensure coats and bags do not become trip hazards if left on the floor. All personal belongings are left at the owner's risk.

	Depending on your arrangement you may have an itinerary that requires your group to be split into separate/smaller groups; this will be explained to you at the time of your booking. We recommend smaller groups for looking around the displays, we advise the ratio of 1 adult to 6 children.
Inside the Aquarium	Blue Reef Aquarium is a free flow attraction, with a one-way route throughout the exhibits; this should be always followed without exception. Please ensure all groups exit through the shop at all times and never back through the entry barrier to ensure the flow of visitors is continuous through the one-way route. Please be mindful of other guests using the Aquarium and maintain some space wherever possible to limit contact with members of the public, ensure the group is supervised at all times and are aware of keeping a safe distance from other Aquarium Users. All members of the public will be informed that there is a group booking within the Aquarium upon arrival. It is important that all members of the group limit touching any surfaces such as tank ledges, tank glass, benches etc.
Talks and Shows	To maintain safety measures groups cannot join in with public talks or shows; due to space restraints this is not possible. Groups must not stop in a display zone if a public talk/show is taking place, please move on quietly to the next exhibit.
Workshops	At the time of booking a predefined workshop will have been agreed, please ensure you are on time for your workshop, arriving a few minutes early, lining up outside the education room in the group zone Please ensure the group stay seated throughout the workshop unless they are 'joining in' with a group activity.
Play Areas	Please ensure the group is supervised when making use of the outside play area. This is an outside area and as such is open to the elements. In fine weather there is a splash play area. Please ensure children are dressed appropriately should you choose to make use of this area.
Lunch Facilities	If you are visiting during May, June or July please be aware that there is no inside space available for lunches so please make alternative lunch time arrangements. If you are visiting us between September and April there may be a room available for lunch but this must be reserved at time of booking. If using the lunch area it must be kept clean and tidy, bin bags and sanitiser spray will be available please ensure the rubbish is bagged securely and the indoor area has been cleaned down before leaving. Please be conscious of other guests using the outdoor areas and maintain some space wherever possible to limit contact with members of the public, ensure the group is supervised at all times.
Shop Time	At the time of booking a predefined time will have been agreed for the group to use the gift shop, please ensure these timings are followed.

	Please keep in your agreed smaller groups, we advise 1 adult to 6 children, when using the shop, groups visiting the gift shop should not exceed 6 children. Children should be supervised at all times without exception. Children will not be permitted to use the shop unless under the supervision of an adult. Cash/cards can be accepted and alternatively we can offer souvenir/goody bags to suit most budgets should this be a better option for your group, this will remove the need to use the gift shop, minimising contact with others. Souvenir packs must be pre-ordered at least 48 hours before the visit is due to commence.
First Aid	As part of the site team there will always be at least one fully trained first aider on duty. However in order to minimise contact issues and mixing of groups we do recommend visiting groups also have a trained first aider among the party. The first aider can be contacted from our reception point where we keep a fully stocked first aid box. Please note we are unable to issue medication of any kind. Staff will be wearing PPE and a self- help approach may be adopted for lesser injuries, the first aider will talk the adult through administering first aid. For all accidents and incidents the accident book must be completed, please be aware this process can take time to complete, but as part of our Health & Safety policy this is unavoidable. The nearest hospital with Accident & Emergency facilities is Queen Alexandra Hospital, Southwick Hill Road, Cosham, Portsmouth, Hampshire, PO6 3LY approximately 6.3 miles from Blue Reef Aquarium Portsmouth.
Lost Children	Please ensure the group is always kept together and supervised by an adult. Before arriving at the Aquarium, please make it known to the group that should anyone become separated they should head back to the reception desk and inform a staff member. If a child gets separated from the group, please inform a staff member immediately, all staff members carry radios and they will alert the management team to take action. The entry/exit doors will be closed, then the site will be searched, the site is secured by perimeter fencing and padlocked gates, the main doors are the only means of entry/exit. The Aquarium has CCTV in operation to keep our guests and staff safe; signage is displayed around the site reflecting this.
Accessibility	Blue Reef Aquarium is fully accessible for wheelchair users and visitors with walking difficulties throughout the site.
Unruly Children	Please ensure all children are well behaved for the benefit of all our guests and staff, Children should be always supervised by an adult.

	Blue Reef Aquarium staff will instruct children to behave where necessary, especially if this behaviour could lead to an incident or accident. In extreme cases of disruption, children may be asked to leave.
Weather Protection	The main Aquarium is indoors, however our Beach Club and Play Area are outside, please ensure that sun protection and/or wet weather clothes have been considered before arriving at Blue Reef Aquarium. Portsmouth
Toilets	The toilets are located next to the Shark Lagoon exhibit. Please only take small groups to use the toilets at any one time and ensure the children are supervised.
Open Top Tanks and Displays	There are display tanks at different heights around the Aquarium, please ensure group members do not at any time put hands in any of the tanks. Visitors must wash their hands if they have come into contact with any creatures or water. There should be no climbing or pushing to see the exhibits, please take your time when around water. Children must be supervised by an adult at all times.
Slips, Trips and Falls	There can from time to time be surface water on the floor in the Aquarium due to fish splashing, if you observe this please inform a member of staff. There should be no running around the Aquarium; children should be supervised by an adult at all times.
Fire Safety and Evacuation	Should the fire alarm sound, please lead the group through the nearest fire exit; please remember this could be behind you. The Fire Assembly Point is outside the front of the aquarium building or at the rear of the building next to the sand pits. A member of staff will be dispatched to liaise with your group, Please keep calm and act swiftly. The fire alarm is monitored so may be supported by the Fire Brigade in some instances including false alarms. The Blue Reef Aquarium Portsmouth team are fully trained in Fire Evacuation and Emergency Procedures
Exit and leaving the site	Exiting the Aquarium displays is through the shop; this is part of the one-way route and should be followed at all times. Please ensure you have all belongings with you before leaving the Aquarium. We hope you have enjoyed your visit to Blue Reef Aquarium