

Area Description	People groups affected			
This is a General Risk Assessment covering people in all areas of the Park, using all of the main facilities and amenities provided.	✓	Employees	✓	Contractors
	✓	Public / Visitors		[Other]

Risk Type / Reference	Description of Hazard / Accident / Injury / Loss	Controls in Place	Behaviours	Rating
<b>Vehicle / Pedestrian Contact</b>	<p><b>Injury to a pedestrian in the park due to being struck by a moving vehicle.</b> Notably via:</p> <ul style="list-style-type: none"> <li>❖ A pedestrian crossing the roadway as cars are driving</li> <li>❖ A child running onto the roadway or into a parking area</li> <li>❖ Cars (or other vehicles) driving onto and off of the grass areas</li> <li>❖ People passing behind reversing vehicles in the car park(s)</li> <li>❖ Large vehicles (e.g. coaches, tractors, delivery lorries) driving or manoeuvring near pedestrian areas</li> <li>❖ A car being driven dangerously in the park</li> </ul>	<p><b>Control Measures:</b></p> <ul style="list-style-type: none"> <li>• Pedestrian segregation from vehicles wherever possible</li> <li>• Park Speed limit of 15mph in place</li> <li>• Rules for drivers on site posted on signage throughout</li> <li>• One-Way system in place</li> <li>• Clearly marked pedestrian crossing points – sited where crossing to attractions, car-parking etc. is required</li> <li>• Protected pedestrian routes in busy areas</li> <li>• Park vehicles fitted with reverse audio/warning lights</li> <li>• Large vehicles (e.g. tractors, trailers, lorries) restricted during opening hours</li> <li>• Separate coach parking area, sited away from pedestrian routes / attractions</li> </ul>	<p><b>Expected Behaviours:</b></p> <ul style="list-style-type: none"> <li>• Safe driving behaviours are expected from all staff and visitors</li> <li>• All staff are encouraged to report bad driving behaviours</li> <li>• As far as possible, anyone noted to be driving unsafely will be stopped</li> <li>• Vehicles should always give way to pedestrians</li> <li>• During busy periods, parking marshals will be deployed around the park</li> <li>• Any driving on the grass must be slow and controlled, particularly where reversing</li> </ul>	<b>Med</b>

<b>Contact with Dangerous Animals</b>	<b>Serious Injury to a person due to contact with a Dangerous Animal.</b> Notably via: <ul style="list-style-type: none"> <li>❖ A person's fingers or hands pushed through fencing around an enclosure being bitten or pulled by the animal</li> <li>❖ A person reaching, leaning, or climbing over a barrier between themselves and an animal (e.g. at the sealion pool)</li> <li>❖ Car windows being wound down within the lion section, or other drive through area</li> <li>❖ A person exiting their vehicle in a drive through area</li> <li>❖ Animals pushing up against their enclosure fencing</li> <li>❖ For Contact with an Escaped Animal, see section [4]</li> </ul>	<b>Control Measures:</b> <ul style="list-style-type: none"> <li>• Dangerous animal enclosures are double fenced, and/or have a stand-off fence</li> <li>• Several dangerous animal enclosures have additional electric fences</li> <li>• Suitable viewing platforms are provided, overlooking enclosures</li> <li>• Information signs are in place at each enclosure</li> <li>• CCTV cameras are in place at key locations throughout the park</li> <li>• Chimpanzees are viewed via the boat trip, with no possible contact</li> <li>• The drive-through enclosures are manned by a local, armed, warden in a vehicle</li> <li>• All vehicles passing into the lion enclosure are checked for closed windows</li> <li>• An emergency protocol is in place for breakdowns and vehicle emergencies</li> <li>• Warning signs, audible messages, and leaflets inform visitors of rules in the area</li> </ul>	<b>Expected Behaviours:</b> <ul style="list-style-type: none"> <li>• Visitors are expected to follow the advice in the awareness leaflets provided</li> <li>• Unauthorised persons must never enter any animal area without permission</li> <li>• Wardens will monitor vehicles in the drive through areas</li> </ul> Visitors must follow instructions given to them by wardens in the drive through area	<b>Med</b>
<b>Contact with Low Risk Animals</b>	<b>Injury to a person due to contact with a low-risk animal (e.g. goats, alpaca, chickens).</b> Notably via: <ul style="list-style-type: none"> <li>❖ A person being bitten by a Pets Farm animal (e.g. pig; goat) while reaching in to touch them</li> <li>❖ A child or person being knocked over, stood on, or struck by an animal (accidental)</li> <li>❖ A child or person being knocked over, stood on, or struck by an animal (non-accidental, e.g. aggravated animal)</li> <li>❖ A person reaching, leaning, or climbing over a barrier between themselves and an animal (e.g. otters, penguins, meerkats)</li> <li>❖ For Zoonoses &amp; Bacteria, see section [5]</li> </ul>	<b>Control Measures:</b> <ul style="list-style-type: none"> <li>• Pets farm and other low-hazard animals are behind single-fence enclosures</li> <li>• No full-body contact with the Pets Farm animals is possible – hands only</li> <li>• Information signs are in place throughout Pets Farm</li> <li>• Animals in Pets Farm are regularly handled - the temperaments of these animals are generally expected to be good around people</li> </ul>	<b>Expected Behaviours:</b> <ul style="list-style-type: none"> <li>• Visitors are expected to follow the advice in the awareness leaflets provided</li> <li>• No feeding of animals is permitted</li> <li>• Other single-enclosed animals (e.g. meerkats; penguins) must not be touched by visitors – Animals may only be contacted in the Pets Farm area</li> </ul> Visitors in Pets Farm must keep hands clear of animal's mouths	<b>Low</b>

<b>Animal Escape</b>	<p><b>Injury to a visitor or member of staff due to contact with an escaped animal.</b> Notably via:</p> <ul style="list-style-type: none"> <li>❖ A person attacked by an escaped animal</li> <li>❖ A person accidentally injured by an escaped animal</li> <li>❖ A person being injured due to a panicked or unmanaged response to an escaped animal</li> </ul>	<p><b>Control Measures:</b></p> <ul style="list-style-type: none"> <li>• All staff are trained on the Animal Escape Protocol</li> <li>• Staff are equipped with radios &amp; know the emergency call procedure</li> <li>• A responsible manager for emergency issues is always on site</li> <li>• The park has suitably trained &amp; equipped firearm response personnel</li> <li>• Animal enclosures are suitably designed to be secure for that type of animal</li> <li>• The drive through area is patrolled by armed wardens</li> <li>• The drive through lion enclosure is double gated and manned from a control tower (with line of sight over vehicles &amp; animals, &amp; communication with local wardens)</li> </ul>	<p><b>Expected Behaviours:</b></p> <ul style="list-style-type: none"> <li>• Daily visual checks of enclosures by keepers</li> </ul> <p>In the event of an issue, staff and visitors must follow instructions to go inside buildings or vehicles and stay until given the 'all clear'</p>	<b>Low</b>
<b>Zoonosed &amp; Bacteria</b>	<p><b>Ill health caused by exposure to bacteria, virus, or other agent carried by animals.</b> Notably via:</p> <ul style="list-style-type: none"> <li>❖ E-Coli infection from ingestion after contact with animal faeces</li> <li>❖ Other zoonotic infection due to contact with animals (e.g. Psittacosis; Leptospirosis; Salmonella)</li> <li>❖ Consumption of food after contact with animals</li> </ul>	<p><b>Control Measures:</b></p> <ul style="list-style-type: none"> <li>• Hand washing stations placed at key locations on site</li> <li>• Warning signage is in place by the wash stations and in other areas of the park</li> <li>• A repeating PA announcement is in place by the wash stations</li> <li>• An information leaflet is provided to all visitors on entry</li> <li>• Animals are regularly tested for infection &amp; wormed by a veterinarian</li> <li>• Catering facilities are regularly inspected by EHO</li> <li>• All catering staff are food-hygiene trained</li> </ul>	<p><b>Expected Behaviours:</b></p> <ul style="list-style-type: none"> <li>• Visitors are expected to follow the advice in the awareness leaflets provided</li> </ul> <p>All persons on site should wash hands regularly - and always before eating or drinking</p>	<b>Low</b>

<b>Minor Injury &amp; First Aid</b>	<p><b>Issues due to an accidental injury on site.</b> Notably via:</p> <ul style="list-style-type: none"> <li>❖ A child accidentally cuts or bruises themselves due to falling in the playground; while running on the grass; etc.</li> <li>❖ A person stung by a wasp or bee</li> <li>❖ A pedestrian tripping on a step and being injured when they fall</li> <li>❖ A person becomes seriously ill while on site (e.g. stroke)</li> </ul>	<p><b>Control Measures:</b></p> <ul style="list-style-type: none"> <li>• First Aid Trained Staff are on site each day</li> <li>• Staff carry radios across the site and are briefed in how to contact a first aider</li> <li>• First Aid Kits are in place throughout the park</li> <li>• A First Aid room is available by the coach park</li> <li>• A defibrillator is available in the First Aid room</li> </ul>	<p><b>Expected Behaviours:</b></p> <ul style="list-style-type: none"> <li>• First Aiders will respond to an incident as necessary – this may include calling emergency services</li> <li>• Visitors are expected to follow the advice in the awareness leaflets provided</li> </ul> <p>Anyone requiring First Aid must contact a member of staff</p>	<b>Low</b>
<b>Electrical Safety</b>	<p><b>Injury to a person due to contact with live electricity.</b> Notably via:</p> <ul style="list-style-type: none"> <li>❖ Contact with a defective or damaged piece of equipment</li> <li>❖ Un-rated Electrical Equipment used outside becoming wet</li> <li>❖ Children contacting electrical sockets or equipment</li> </ul>	<p><b>Control Measures:</b></p> <ul style="list-style-type: none"> <li>• PAT testing on electrical appliances is undertaken on a rolling basis</li> <li>• All Staff briefed to visually inspect equipment prior to use</li> <li>• Weatherproof outdoor sockets in place &amp; used where appropriate</li> <li>• Warning Signs at Mains Power locations</li> <li>• Cables &amp; sockets for amenities are sited away from public areas</li> </ul>	<p><b>Expected Behaviours:</b></p> <ul style="list-style-type: none"> <li>• No indoor electrical equipment should be used outside</li> <li>• Staff should report any damaged electrical equipment</li> </ul> <p>Children should not be allowed to access electrical sockets</p>	<b>Low</b>
<b>Fire / Emergency Escape</b>	<p><b>Injury to a person due to Fire. Level of injury ranges from minor to fatality, caused by smoke inhalation or burns.</b> Notably via:</p> <ul style="list-style-type: none"> <li>❖ A localised fire or smouldering of work equipment</li> <li>❖ Fire affecting a whole building or structure</li> <li>❖ A vehicle fire</li> <li>❖ A fire caused by a discarded cigarette</li> <li>❖ A fire caused by an uncontrolled barbeque</li> <li>❖ Blockage of escape routes from a building or structure</li> <li>❖ Additional injury due to a panicked response to a fire or alarm</li> </ul>	<p><b>Control Measures:</b></p> <ul style="list-style-type: none"> <li>• The Park is a 'No Smoking / Vaping' site. Designated smoking areas are marked</li> <li>• All Staff are briefed to fire evacuation procedures</li> <li>• Fire Alarms are in place in key buildings on site</li> <li>• Fire evacuation procedure is given prior to every season show</li> <li>• Buildings are all equipped with Fire Extinguishers – these are inspected annually</li> <li>• Ashtrays are fitted in various locations for the correct disposal of cigarettes</li> <li>• Fire Blankets are in place around the barbeque area</li> <li>• Barbeques are mounted on metal, fire resistant plinths</li> </ul>	<p><b>Expected Behaviours:</b></p> <ul style="list-style-type: none"> <li>• Smoking is only permitted in designated areas of the park</li> <li>• The fire exits should never be blocked by equipment or materials</li> </ul> <p>No damaged electrical equipment should ever be used</p>	<b>Med</b>



<b>Falls from Height</b>	<p><b>Injury to a person due to a fall from height; or injury due to being struck by material falling from a height.</b> Notably via:</p> <ul style="list-style-type: none"> <li>❖ A fall down a flight of steps or off an edge <ul style="list-style-type: none"> <li>○ Due to a slip on a wet or slippery surface</li> <li>○ Due to a broken or damaged step, platform, or handrail</li> <li>○ Due to an unsuitable flight of steps, handrail, or platform</li> </ul> </li> <li>❖ Equipment, tools, or materials falling onto a person from height (e.g. material falling from a roof)</li> <li>❖ For falls from height on playground equipment, non-powered amusement equipment, or powered amusements, see sections [13], [14], &amp; [15]</li> </ul>	<p><b>Control Measures:</b></p> <ul style="list-style-type: none"> <li>• Viewing platforms and stairways across the park are designed to prevent falls</li> <li>• Handrails &amp; mid-rails are in place</li> <li>• Anti-slip matting, grit, or other means are placed in key locations</li> <li>• Viewing platform &amp; step conditions are monitored regularly</li> <li>• Suitable access equipment is available throughout the park</li> </ul>	<p><b>Expected Behaviours:</b></p> <ul style="list-style-type: none"> <li>• Any damaged steps, handrails etc. should be reported immediately</li> <li>• Users should always grip handrails and use steps correctly</li> </ul> <p>No climbing up on areas or stepping off of platforms is permitted</p>	<b>Med</b>
<b>Slips, Trips &amp; Falls</b>	<p><b>Injury to a person due to a Slip, Trip, or Fall.</b> Notably via:</p> <ul style="list-style-type: none"> <li>❖ A slip or trip on un-even ground or other natural underfoot hazard such as mud, rainwater, wet leaves, etc.</li> <li>❖ A slip or trip on uneven walkways, damaged slabs, slippery steps, or other surface designed &amp; maintained for foot traffic</li> <li>❖ A trip over trailing cables, hose lines, work equipment or other materials left at floor level</li> <li>❖ A slip on a wet floor, due to spillage or rainwater</li> </ul>	<p><b>Control Measures:</b></p> <ul style="list-style-type: none"> <li>• All ramps and steps which may become slippery shall have anti-slip paint or matting</li> <li>• Staff are briefed on keeping walkways clear of obstruction - to minimise trip hazards and remove trailing cables / hoses etc.</li> <li>• All park employees are required to wear suitable footwear at work</li> <li>• Warning Signs available to be posted as necessary (i.e. 'Wet Floor')</li> <li>• The cause of any reported slip or trip shall be investigated and resolved safely</li> </ul>	<p><b>Expected Behaviours:</b></p> <ul style="list-style-type: none"> <li>• Park operatives shall continuously monitor walkways, steps, etc. to ensure no trip hazard develops or is created</li> <li>• Any walkways or surfaces in poor condition should be reported to management</li> </ul> <p>Cables and hoses should be routed / secured off of walkways</p>	<b>Med</b>

<b>Open Water</b>	<p><b>Drowning or serious injury due to falling into open water.</b> Notably via:</p> <ul style="list-style-type: none"> <li>❖ A child or adult falling into water at the Splash Cats</li> <li>❖ A child or adult falling into unsupervised open water at the river or loch</li> </ul>	<p><b>Control Measures:</b></p> <ul style="list-style-type: none"> <li>• All Splash Cat Pedal Boat users are provided with buoyancy aids</li> <li>• The Splash Cat Boat area is supervised by a member of staff, carrying a radio</li> <li>• The Splash Cat water area is of limited depth, in which an adult can stand</li> <li>• Warning Signs are posted at the banks of deep-water areas</li> <li>• Life-rings should be posted along the banks of open water areas</li> </ul>	<p><b>Expected Behaviours:</b></p> <ul style="list-style-type: none"> <li>• Buoyancy Aids &amp; Vests shall be visually inspected for fitness</li> <li>• Any change in circumstance (e.g. missing life-ring) must be reported to management</li> </ul> <p>Emergency Drills should be carried out during the year</p>	<b>Med</b>
<b>Adverse Weather</b>	<p><b>Ill Health caused by exposure to adverse weather, or Injury due to adverse weather.</b> Notably via:</p> <ul style="list-style-type: none"> <li>❖ Sunburn or sunstroke on hot days</li> <li>❖ Exposure or hypothermia on cold &amp; wet days</li> <li>❖ A tree, part of a tree, or part of a structure falling due to high winds and striking a person</li> </ul>	<p><b>Control Measures:</b></p> <ul style="list-style-type: none"> <li>• Shelters &amp; buildings are provided across the park</li> <li>• Hot food and drinks are available in the restaurant</li> </ul>	<p><b>Expected Behaviours:</b></p> <ul style="list-style-type: none"> <li>• On hot &amp; sunny days, staff are encouraged to use sun-cream</li> </ul> <p>Any tree in a potentially dangerous condition after a storm must be reported</p>	<b>Low</b>
<b>Play Areas</b>	<p><b>Injury to a child or adult due to playground equipment.</b> Notably via:</p> <ul style="list-style-type: none"> <li>❖ A slip or trip on the wooden walkways/steps of the castle</li> <li>❖ A fall from height on the castle, slides, or climbing wires</li> <li>❖ Being struck by a swing, roundabout, or other moving equipment</li> <li>❖ Falling from a swing, see-saw, or other moving equipment</li> </ul>	<p><b>Control Measures:</b></p> <ul style="list-style-type: none"> <li>• All Play Equipment is inspected annually by a Plant Safety contractor</li> <li>• Play equipment is designed to reduce the chance of falls from height (e.g. via side guarding at the top section of slides; high sided castle walls; handrails on steps)</li> <li>• Swings have a clearly de-marked ground area around them</li> <li>• Play Equipment is checked daily by members of staff</li> <li>• Play sand is raked and litter-picked regularly</li> <li>• Age / size differentiated play equipment is provided</li> </ul>	<p><b>Expected Behaviours:</b></p> <ul style="list-style-type: none"> <li>• Responsible adults are expected to supervise their children in the playground areas</li> </ul> <p>Any play equipment in poor condition should be reported to management</p>	<b>Low</b>

<b>Non-powered Amusements</b>	<p><b>Injury to a child or adult on a non-powered amusement device.</b> Notably via:</p> <ul style="list-style-type: none"> <li>❖ Friction burns caused on the Astro Glide Slide</li> <li>❖ Injury due to collision at the bottom of the Astro Glide Slide</li> <li>❖ Falling to water from the Splash Cats</li> </ul>	<p><b>Control Measures:</b></p> <ul style="list-style-type: none"> <li>• Amusements are inspected annually via the Amusement Device Inspection Procedure Scheme (ADIPS) and maintained in line with ADIPS guidelines</li> <li>• The Flying Fox is inspected 6 monthly under LOLER &amp; maintained regularly</li> <li>• Each amusement is manned by a member of staff, equipped with a radio</li> <li>• The member of staff shall: <ul style="list-style-type: none"> <li>○ Control users of the Astro Glide such that the way is clear before another slides</li> <li>○ Ensure all Astro Glide users have a mat and start on it correctly</li> <li>○ Ensure all Splash Cat boat users have a buoyancy vest</li> <li>○ Ensure Splash Cat boat users are the correct age/size/are suitably accompanied</li> </ul> </li> <li>• Safety information is provided at each amusement via clear signage</li> </ul>	<p><b>Expected Behaviours:</b></p> <ul style="list-style-type: none"> <li>• Equipment users must follow safety guidance given by signage and staff</li> </ul> <p>Any equipment which is damaged or worn should be reported</p>	<b>Med</b>
<b>Powered Amusements</b>	<p><b>Injury to a child or adult on a powered amusement device.</b> Notably via:</p> <ul style="list-style-type: none"> <li>❖ Falling from a moving ride</li> <li>❖ Contacting the moving parts of a ride while it is operating</li> <li>❖ Failure of a ride (e.g. gearing failure; safety feature failure)</li> <li>❖ Climbing from or jumping off of a moving ride – notably by unsupervised children or children who are too young</li> <li>❖ Unsafe behaviour on, or with a ride by the participant</li> </ul>	<p><b>Control Measures:</b></p> <ul style="list-style-type: none"> <li>• Amusements are inspected annually via the Amusement Device Inspection Procedure Scheme (ADIPS) and maintained in line with ADIPS guidelines</li> <li>• Each amusement is manned by a trained member of staff, equipped with a radio</li> <li>• The member of staff shall: <ul style="list-style-type: none"> <li>○ Ensure amusement users are the correct age/size/are suitably accompanied</li> <li>○ Ensure all users behave correctly while on the equipment</li> </ul> </li> <li>• Equipment is visually inspected daily</li> <li>• Amusements are barriered to prevent access while rides are operational</li> <li>• Barriers are in place to prevent unauthorised access when rides are unattended</li> </ul>	<p><b>Expected Behaviours:</b></p> <ul style="list-style-type: none"> <li>• Any equipment issues must be reported immediately</li> </ul> <p>Management may discontinue use of an amusement at any time, pending assessment of equipment by an external inspector</p>	<b>Med</b>

<b>Lost Children</b>	<b>Lost child within the park.</b> Notably via: <ul style="list-style-type: none"> <li>❖ A child playing in the playground becomes lost</li> <li>❖ Responsible adult and child become separated in a crowd</li> <li>❖ A wandering child is brought to a member of staff</li> <li>❖ A child runs off, or becomes separated within the park – with the responsible adult searching the wrong location</li> </ul>	<b>Control Measures:</b> <ul style="list-style-type: none"> <li>• All staff are briefed on the Lost Child Protocol</li> <li>• Staff carry radios and know the correct procedure for reporting lost children</li> </ul>	<b>Expected Behaviours:</b> <ul style="list-style-type: none"> <li>• Staff will respond to a Lost Child radio call and conduct a search as necessary</li> </ul> As soon as a child / responsible adult is found, a radio call must be made	<b>Med</b>
<b>Railway Operations</b>	<b>The train will operate on a 2Km loop around the park</b> <ul style="list-style-type: none"> <li>❖ Pedestrian being struck by train</li> <li>❖ Train derailment</li> <li>❖ Train breakdown</li> <li>❖ Medical issue on train</li> <li>❖ Accident with passenger on train</li> <li>❖ Alighting train</li> </ul>	<b>Control Measures:</b> <ul style="list-style-type: none"> <li>• A full set of operating procedures and risk assessments are in place for the safe operation and maintenance of the train</li> <li>• All railway operating and maintenance staff are trained and competent</li> <li>• The train, track and infrastructure are inspected daily</li> </ul>	<b>Expected Behaviours:</b> <ul style="list-style-type: none"> <li>• Staff will inspect the line daily and remove any obstacles and check crossings and safety signage</li> <li>• Staff will ensure all passengers are safe throughout the journey</li> <li>• The train driver will sound the whistle at junctions and ring the bell when approaching the station</li> </ul>	<b>Med</b>
<b>Civil Works</b>	<b>Civil works within the Park.</b> During the open season '25, there will be various civil works <ul style="list-style-type: none"> <li>❖ Contact with moving machinery</li> <li>❖ Slip, trip, fall</li> </ul>	<b>Control Measures:</b> <ul style="list-style-type: none"> <li>• All work areas will be suitably barriered off from the public</li> <li>• RAMS reviewed</li> <li>• Work carried out by competent contractors</li> </ul>	<b>Expected Behaviours:</b> <ul style="list-style-type: none"> <li>• Contractors will be managed by the Project Manager</li> <li>• All incidents will be reported &amp; investigated to prevent recurrence</li> </ul>	<b>Med</b>
<b>Electric Vehicle Fire</b>	<b>Electric vehicle charging may result in a lithium ion battery fire which requires specialist fire fighting</b>	<b>Control Measures:</b> <ul style="list-style-type: none"> <li>• Clear operating instructions 6 meters clear of combustibles</li> <li>• Protection barrier</li> <li>• Regular inspections</li> <li>• Fire action plan</li> </ul>	<b>Expected Behaviours:</b> <ul style="list-style-type: none"> <li>• In the event of a fire, staff will ensure that all persons evacuate to a safe distance and immediately call the Fire &amp; Rescue Service (999)</li> </ul>	<b>Med</b>