

Anglesey Sea Zoo & Marine Resource Centre
Summary Schools Safety Information
Last Revision - March 2011



Summary Statement

All the information below hopefully answers the majority of questions that visiting parties to the Anglesey Sea Zoo may ask regarding the safety of their group, however, if we've missed anything or you'd like more detail, please get in touch with us using the contact information on our website at www.angleseyseazoo.co.uk, or below within this document.

Safety Statement

The venue fully accepts its responsibilities under Health and Safety Legislation and a Health and Safety Policy is in place together with full written risk assessments undertaken in respect of our legal duties relating to persons other than employees coming onto our site and using our facilities. These are regularly reviewed as part of a site wide health and safety policy and are available to your group on request. Please be assured that your safety whilst on our site is of our utmost concern and that we work to ensure that your visit is a fun, safe, and enjoyable learning experience.

We operate a policy for staff recruitment, training and assessment which ensures that all staff with a responsibility for the safety and welfare of visitors are qualified to undertake the duties they are assigned. We also have a transparency policy regarding all group visits where we are happy to discuss any aspect of our business which may impact on the health and safety of any member of your party.

Contact Information

Should you wish to discuss any aspects of your visit or would like to arrange a pre visit discussion please do not hesitate to contact our bookings team, or one of our team on either post@angleseyseazoo.co.uk, or 01248 430411.

We would request that the group leader reports to the main office to exchange information prior to entry into the zoo. If after your visit you have any concerns or experienced any problems regarding the management of the venue or the safety of members of your party, we would welcome the opportunity to discuss these with you either in person or after the event via email or telephone.

Experience

The Anglesey Sea Zoo has been open to the public since 1983 and in that time it has grown to become one of Anglesey's largest attractions showing the fascinating sea life from around Anglesey and North Wales. We also have a coffee shop serving almost exclusively local foods and fair trade goods from further afield, a gift shop filled with toys and books from all over the world. As well as and lots of fun stuff to do outside, including Captain Jake's crazy golf, our Pirates adventure playground, a massive Octojump bouncy castle, the Pirate Blaster water cannons, and even remote controlled Gator Boats. There's also lots and lots of seating for the bigger 'kids' that just want to relax and take in the stunning views of Snowdonia.

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Venue Details

The Anglesey Sea Zoo offers visitors the opportunity of experiencing close encounters with sea creatures ranging from giant conger eels to baby seahorses, in an extremely positive, bilingual, educational way.

Visitor Numbers

Annually we receive approximately between 75,000 and 100,00 visitors, with nearly two million visitors since opening, and around 225 school group visits, equating to over 5000 pupils per year.

Suitability

The Sea Zoo and its attractions are suitable for pupils of all ages and abilities, including those with special access needs and visual impairment.

Animal Fouling in Public Access areas

Dogs are allowed entry onto the site but must be kept on a lead. We also provide secure pens which may be pre-booked where dogs can be held. These are shaded and fresh water is provided. Assistance dogs are most welcome throughout the site, including the aquarium itself. We ask that all owners consider the needs of others and clean up any animal fouling and place this safely in the bins provided.

Communication Systems

All departments are linked by both telephone and radio at all times, we also have a site wide public address system covering all the internal areas.

Criminal History and Civil Actions

All reasonable measures are taken to ensure that Anglesey Sea Zoo staff who may be left alone with pupils or be in a position of substantial unaccompanied access to children have been subject to criminal history and civil action (damage & negligence) checks, and full criminal records bureau enhanced disclosures are in place for all such staff.

Outdoor Equipment and Play Equipment

All equipment is regularly checked to ensure it remains fit for purpose and results of inspections are recorded. The outside areas are unsupervised by Anglesey Sea Zoo staff and we ask that group leaders supervise the members of their party whilst using the outside areas of the Anglesey Sea Zoo. The climbing of trees within the venue is forbidden.

Emergency Evacuation

Emergency evacuation procedures are in place, and all Anglesey Sea Zoo staff are familiar with and regularly practice these procedures. Evacuation notices are posted around the site and also alongside each fire exit and fire extinguisher. On hearing the alarm, which is a continuous ringing bell, all visitors should make their way to the vehicle in which they arrived and await further instruction, we also have a fire assembly point which will be described to group leaders in the event that access to vehicles is restricted for whatever reason.

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Facilities for Visitors with Special Needs

The Anglesey Sea Zoo tries to accommodate the requirements of all visitors, including those with special needs. We are more than happy to discuss your group's individual requirements. We are also aware that clarification of specific provisions may be needed by schools in relation to more detailed risk assessment requirements for certain pupils with specific and special needs. In such circumstances we would invite schools to contact us directly.

For those with a physical impairment which results in the use of a wheel chair or other motorised mobility device, access is possible throughout the site. A wheelchair is also available on free loan and may be pre-booked. For those with a visual impairment, the edges of steps and any raised platforms within the site have been made conspicuous.

First Aid

There are three first aid points located within the Sea Zoo. One in the gift shop, one in the coffee shop and one at the arrival point at the main entrance. These are all staffed during opening hours by qualified personnel.

Public Liability Insurance

We have a public and employers liability insurance cover or adequate alternative provision to at least £5 million. A copy of our insurance certificate can be provided to visiting parties prior to their arrival on request.

Lost Persons

Please note that due to the nature of the Anglesey Sea Zoo children in particular are at risk of getting temporarily lost if they stray from organised parties, this is particularly true during busy times. In this event all staff are trained and know exactly what to do in order to reunite any child with their party or guardian. All first aid stations are also lost person stations.

Medical Needs

We ask that the Anglesey Sea Zoo be contacted by the school or party leader before their visit, if any pupil is known to have any specific or serious medical condition or medical need. We can then help arrange with the group leader to put in place specific emergency arrangements. We will, where it is safe to do so, aim to fully include pupils with specific or serious medical conditions in all activities offered.

Harmful and Poisonous Plants and Fungi

At certain times of the year some poisonous berries may be prevalent on trees and shrubs within the grounds. Schools should advise all children that berries should not be picked or eaten. If you do suspect that someone has ingested a poisonous berry then please inform us to arrange their immediate transport to an emergency unit. Certain fungi (mushrooms and toadstools) are also known to grow periodically. Schools should also advise all children that any fungi should also not be picked or eaten.

Site Inspections of Venue Facilities and Areas

Anglesey Sea Zoo staff regularly conduct inspections of the facilities and an internal reporting and action mechanism is in place for any safety hazards.

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Site Staff Identification

Zoo staff wear royal blue coloured polo-shirts or sweatshirts which all prominently display the Anglesey Sea Zoo logo. They are all happy to help with any problems or difficulties you may experience whilst at the Anglesey Sea Zoo.

Vehicle Traffic

A site speed restriction, with appropriate signage of 10 m.p.h. is in place, there is also a specific area set aside for coach parking. Within the grounds, delivery vehicles may require access, they are also aware of the need to observe the site wide speed limit.

Weather Protection / Sun Safety

A number of areas are available throughout the Anglesey Sea Zoo which offer protection from the weather (adverse conditions or hot sunny days). These include shaded picnic areas, and the coffee and gift shops.

Welfare Facilities

Two public toilet blocks are present (with disabled facilities) within the venue. One is located within the shop and the other at the entrance. All public conveniences are regularly checked and cleaned by Anglesey Sea Zoo staff.

A coffee shop is available within the venue offering a wide selection of produce. Water is freely available. We regret that at present we are unable to offer a covered area for pupils who bring their own lunches unless we are very quiet when the coffee shop may be used, however, we are working on this.

Contact with Animals

Visitors are asked not to touch the fish or water in the tanks due to the risk posed to themselves (which are very slight) and the creatures for which we care (which are at greater risk from human interaction). Areas for eating of meals are not in proximity to open water.

Water Courses & Ponds

The venue includes one large pond and a stream. Access to these areas is restricted to Anglesey Sea Zoo staff only and they are all securely fenced off.