



Risk Assessment information

The quality and safety of our attraction is of the utmost importance and therefore a considerable amount of time and effort is spent on making all visits a safe and fun experience. The Merlin Entertainments Group who own Madame Tussauds London is Europe's leading operator and developer of visitor attractions. Due to the complexity of Attraction operations in the UK a summary of all main health and safety requirements is set out below:-

Legal Requirements

Health and Safety at Work Act etc 1974 –This is the principle Act that applies to the company and is to ensure that all workers in all occupations are protected by law. Its purpose is to provide one comprehensive integrated system of law, dealing with health, safety and welfare of employees and members of the public who are affected by work activities. The Act is written in very general terms and does not require many specific requirements for managing health and safety at work. Instead, the Act places a general duty on employers to provide safe systems of work that are so far as is reasonably practicable, safe and without risks to health.

Under the HASWA Act 1974 are many specific Regulations which relate to work activities on site. The principle requirement being to undertake risk assessments to identify 'hazards' and assess the risk under the Management of Health and Safety at Work Regulations 1999.

- The company's health and safety policy was last reviewed on the 22 February 2002. The health and safety policy is signed by the Chief Executive Officer and the Divisional Director.

- Risk Assessments are undertaken by all departmental Managers with reference to the work activities that they manage. Risk Assessments are reviewed at least annually or if any significant change takes place with regard to a work activity or area of work. Due to the volume of risk assessment documents it is not possible to send these out on an individual basis.

- Madame Tussauds London is covered by Public Liability Insurance. The amount of cover provided by this policy is £10 million. The Policy is with ACE Insurance (Policy No: 47UKA07551/2)

- Madame Tussauds London is enforced by the local Health and Safety Executive, Westminster City Council and the Environmental Health Department.

The 'Spirit of London Ride'

The Spirit of London Mechanical Passenger Ride (SOL) is based in the basement and ground floor levels of Madame Tussauds London, Fairgrounds and Amusement Parks – Guidance on Safe Practice HSG 175 – this is the principle guidance in the UK. It is industry good practice and is developed by the trade associations in conjunction with the Health and Safety Executive. The guidance develops good practice concerned with the overall safety management of attractions with emphasis on risk assessment, management of safety and the inspection stages known as design review, assessment of conformity to design, initial test and 'in-service annual' inspection for all rides. In addition to this the Spirit of London Ride has an 'In-Service Annual Inspection' by outside independent inspection engineers to ensure the safety and integrity of the ride for each season. Inspections are also carried out by our own qualified engineers.

2. Attraction Operation

The operation of the Exhibition is conformant with strict documented procedures and the Madame Tussauds London attraction team has a considerable amount of experience in operating this attraction, which ensures safe operating standards. During the hours of public access there are competent and qualified staff on duty in all areas. A nominated Site Controller is present with a Duty Manager available at all times. All staff are also rigorously trained to a high level of competence specifically related to each area they operate and in fire and evacuation procedures.

3. Food Safety / Hygiene

MTL operates a number of franchised food catering outlets which are operated by trained employees. The food units operate in accordance with the Food Safety Act 1990 and are regularly inspected by the local Environmental Health Department.

4. First Aid Facilities

MTL has Medical / First Aid facilities which are operated by a dedicated team of qualified first aiders. First aiders are trained to deal with all minor injuries on site and also in the initial stages of any major injuries that may occur until the emergency services arrive at the scene. The facilities also operate a lost person collection point so that they may be reunited for those responsible for them.

5. Emergency Planning

MTL has a contingency plan in the event of an emergency. The emergency plan covers incidents such as: Fire, Bomb, Ride /Attraction Disaster. The emergency plan has been developed in conjunction with the local emergency services who have regular meetings regarding emergency procedures.

6. Fire Safety

The MTL site is covered by a sophisticated fire danger management system (fire alarm) with sprinkler systems and portable fire extinguisher equipment in all areas. All such systems are inspected and maintained to the highest standards and are subject to regular audit inspections by the licensing authorities. All fire systems are regularly maintained and serviced in line with a scheduled Planned Preventative Maintenance system (PPM). A comprehensive Fire Safety Manual exists, covering all aspects of fire safety with concentrated provision for staff training. Practice fire safety evacuation drills are undertaken by MTL staff on a monthly basis. During public access hours trained competent staff are on duty in all areas covering as fire marshals in the event of an emergency arising.

7. Security

MTL has a dedicated security team which is able to deal with any minor security issues on site. The security team spend their time patrolling the site and dealing with any security related matters. The security team is also trained to deal with any emergency incidents that occur on site.

NB: Please note that MTL employs a full-time Health and Safety Manager who facilitates the company's commitment and compliance with health and safety legislation.



Frequently asked questions

1. Does Madame Tussauds expose children to water?

Water is not involved in any aspect of the attractions.

2. Are there restrictions on any rides or attractions?

There are no height restrictions at either Madame Tussauds or the Planetarium, though one area, the themed ride known as the 'Spirit of London' which opened in 1991 is a continuously moving ride requiring some physical endeavour to board and disembark, and is therefore unfortunately not accessible by wheelchair users.

3. Do any of the attractions involve being in confined spaces?

Some of the rides and attractions can be quite small in area and to some individuals these may feel confined. However no areas on the Park can be defined as a confined space.

4. What facilities do you offer for wheelchair users?

Madame Tussauds staff will ensure that Guests with disabilities are transported safely from floor to floor within our building by means of a lift specially designated for this purpose.

For safety reasons, we are strictly limited to a Guest capacity limit within our building and during busy periods we may limit Guests entering our attraction to prevent congestion and to ensure a totally safe environment for all. This may require all of our Guests, including those with disabilities who have not pre-booked, to queue for a period of time, in these circumstances we would ask for your co-operation and patience. Our first consideration is always that of safety. An Induction Loop system is fitted at the main till points. Wheelchairs are available on request but the number available is limited - there is no charge or deposit required but it is strongly advised that you pre-book in advance to ensure that one is reserved for your exclusive use. Toilets for our Disabled Guests fully equipped and with emergency Call Alarms can be found throughout the site.

5. Do any of the rides or attractions feature strobe lighting?

Motion and lighting effects are used throughout the Studio Secrets show and within some temporary attractions in Madame Tussauds. This information can be found on signage at the entrance to each ride.

6. Are there any traffic hazards, if so how are these minimised?

Madame Tussauds is situated on a busy main road. However there is a designated coach drop off/pick up point next to the schools' entrance. Children walk approx. 50 yards along a barriered pavement to the coach pick up point.

7. Security

MTL has a dedicated security team which is able to deal with any minor security issues on site. The security team spend their time patrolling the site and dealing with any security related matters. The security team is also trained to deal with any emergency incidents that occur on site.

8. Are there lockers available for children's belongings?

A left luggage facility is available at the main entrance for small pieces of hand luggage (subject to security checks). The left luggage service is complimentary for Madame Tussauds guests.

9. Is there an evacuation procedure?

Madame Tussauds has a procedure in place to evacuate guests safely. This will be implemented by fully trained staff.

10. Are there any steep slopes children would have to climb? If so, are there hand-rails to assist them?

Handrails are provided where necessary. There are no steep slopes at the site.

11. Are the rides/attractions inspected on a daily basis for any hazards?

All rides undergo rigorous testing every day by competent engineers in accordance with manufacturers' guidance.

12. Is the site clearly sign-posted?

Yes the site is well sign-posted along with comprehensive detail on the map, distributed free of charge at the entrance.

13. Are all children issued with a map?

Park maps are issued and available to all guests on admission.

14. Are there areas of shade for pupils attending during the summer?

The site is housed completely indoors.

15. Glass doors/windows – do these pose a hazard?

Safety glass is used throughout the site.

16. In the event that children do misbehave and climb on railings etc – do staff members take disciplinary action?

Madame Tussauds 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.