



This risk assessment document is to inform schools and groups about any potential risks to guests whilst visiting The Puzzling World of Professor Kettlestring. This list is a generic assessment, and the attraction encourages teachers and guide leaders to do their own risk assessment prior to visiting as well as keep an eye on all of the children in their group during their visit. This document is updated regularly but should you have any questions or concerns prior to your visit please email [info@thepuzzlingworldyork.com](mailto:info@thepuzzlingworldyork.com)

## **Legal Requirements**

Public Liability	We have a minimum £2 million Public Liability Insurance
Local Enforcement Agency	The Puzzling World of Professor Kettlestring is enforced by the Local Health and Safety Executive, the Environmental Health Department, and the York City Council.
Food Safety and Hygiene	This attraction does not operate a café. Any sweets sold in the giftshop are pre-packaged and purchased from a third-party company.
Venue Staff	All staff members can be identified by their uniform and name badge
Security	Management and staff are trained to deal with emergencies should they arise/ CCTV is also in operation 24/7.

## Attraction Arrangements

Wheelchair Access	Wheelchair access is through the giftshop, escorted by a member of staff. The venue is all on one floor however some illusions may be inaccessible as they are accessed by a step or by crouching.
Lost Children	Report to a staff member.
Unruly Children	Venue staff are around to instruct children to behave appropriately when needed however teachers/scout leaders and guardians should always remain with children.
Storage Facilities	There are no secured lockers however items can be left in the giftshop behind the till counter. This is at the risk of the individual however and the venue is not responsible for any lost or stolen items.
Accessible Toilets	There is a customer toilet, which is also accessible, located inside of the attraction. The toilet also has baby changing facilities and is checked hourly by staff.
Age Restrictions	The attraction is best suited for those aged 5 and above. Everyone aged 5 – 15 must always be accompanied by an adult aged 16 and above.
Vehicle Traffic	The site allows vehicle access for essential services. Emergency vehicles such as fire engines and ambulances can access the building via designated routes. Please note: there is <b>no general vehicle access or stopping permitted directly outside the building</b> , as it is located on a main road with double yellow lines. All emergency access must use approved entry points.

Parking	<p>No on-site parking is available for visitors. The nearest public parking is at Coppergate Centre. The nearest coach parking is at St. George's Field. Visitors are advised to use these nearby facilities and are reminded to follow all parking regulations. Parking for emergency vehicles is kept clear at all times.</p>
Additional Costs (Gift Shop & Photos)	<p>Guests should be aware that purchases in the gift shop, including photos, are optional and incur additional costs beyond entry fees. Staff are available to assist with product information and sales transactions. Payment methods include cash and card, and transactions are processed securely.</p>

**Risk Assessment**

Hazard	Risk To	Likelihood	Severity	Control Measures
Weather-Related Hazard	Everyone	Low	Low	<ul style="list-style-type: none"> <li>- The attraction is indoors, where weather-related hazards are not a concern.</li> <li>- Wet floor signs are used when necessary, particularly in indoor areas where floors may become wet due to weather.</li> <li>- Weather protection is not required indoors, but guests should be aware that if groups are required to queue outside before entering the venue, they may be exposed to weather-related conditions.</li> </ul>
Trips and falls throughout the attraction	Everyone	Medium	Low	<ul style="list-style-type: none"> <li>- Watch your step signs located where needed</li> <li>- Students monitored by staff to walk throughout the attraction</li> <li>- Areas with steps are well lit</li> </ul>
Flashing Lights from Photography	Those with sensitivity to flash photography	Low	Dependent on individual	<ul style="list-style-type: none"> <li>- There are 4 cameras that all operate with flash photography, these are optional to use.</li> <li>- There are flash photography warning signs in admissions</li> <li>- Venue staff mention flash photography to guests at admissions</li> </ul>
First Aid	Everyone	Low	Dependent on circumstance	<ul style="list-style-type: none"> <li>- First aid facilities are available on site.</li> <li>- A trained first aider is present on site during operating hours.</li> <li>- Accidents and incidents are recorded in line with UK health and safety requirements.</li> <li>- The nearest hospital is York District Hospital, Wigginton Road, York YO31 8HE. Emergency services can be contacted immediately if required.</li> </ul>

Overcrowding in shop and attraction	Everyone	Low – high depending on time of year	Low	<ul style="list-style-type: none"> <li>- Children should be supervised at all times</li> <li>- Whilst in the attraction larger groups can split up into smaller groups to help with overcrowding</li> <li>- Venue staff are about to help with traffic flow and mention emptier areas of the attraction</li> </ul>
Door Entrapment	Everyone	Low	Low	<ul style="list-style-type: none"> <li>- All doors throughout the attraction remain open during operating hours.</li> <li>- The toilet and gift shop doors are kept shut; guests should be made aware to take care when opening or closing them to avoid finger entrapment or similar injuries.</li> </ul>
Fire	Everyone	Low	Medium	<ul style="list-style-type: none"> <li>- Teachers, guides, parents/guardians, and other appropriate adults (e.g. scout leaders) must ensure children and young people follow instructions given by venue staff.</li> <li>- Fire alarm system is tested weekly.</li> <li>- All staff are trained in the venue's fire evacuation procedures.</li> <li>- Fire extinguishers are located at key points throughout the venue.</li> <li>- All fire safety equipment and procedures are regularly checked and maintained in line with current UK fire safety regulations and guidance, and subject to regular audit inspections by the licensing authorities.</li> </ul>
Head Hazard	Everyone	Medium	Low	<ul style="list-style-type: none"> <li>- Watch your head signs are located in the 'Head Havoc Parlour'</li> <li>- Foam is on the lip of the table to protect from head bumps</li> </ul>