



Bristol Aquarium Risk Assessment

Once a booking is confirmed your school is welcome to have two free tickets to make a pre-visit recce. Please give us a call on 0117 9298929 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 line with your school's format) in person prior to your booked visit is made available through a bookable free pre-visit for up to two people.

Important information - Insurance: Liberty Mutual Insurance Europe SE | Policy Number: 1000365647

Coronavirus (COVID 19) update.

We have taken additional measures developed on the advice of local public health authorities and government to make our cleaning and hygiene protocols even more rigorous:

- Our teams are receiving ongoing briefings and enhanced operating protocols
- We have increased cleaning of our premises including lifts, door handles, toilets, tables, chairs
- We have provided the deployment of antibacterial hand sanitisers around the site
- We have displayed posters around the premises advising and reminding visitors of personal hygiene and up to date government advice to reduce the spread of the virus
- We have reduced the number of potential touch points around the premises

Bristol Aquarium Management: A dedicated duty manager is appointed each day to ensure that the aquarium is managed appropriately. Regular inspections are carried out by our maintenance team and duty managers to ensure that all areas are safe and fit for purpose.

Supervision: Children must be supervised at all times during a visit with appropriate numbers of staff to children to minimise incidents and disruption to paying visitors. **We reserve the right to ask any disruptive groups to leave.**

Severity	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
Likelihood					

Risk Rating

Likelihood – 1 (Highly Unlikely)/ 2 (Unlikely)/ 3 (Moderately likely)/ 4 (Likely)/ 5 (Highly Likely)

Severity – 1 (Insignificant)/ 2 (Minor)/ 3 (Notable - less than 3 days ill)/ 4 (Major – more than 3 days ill)/ 5 (Death)

Upon Arrival

A member of the Bristol Aquarium team will greet your group on arrival at the schools entry point on Anchor Road. There will be a hand sanitiser point available. The team member will direct one teacher to the admissions till to settle payment for the trip. The team member will take the rest of the group to the School Zone for toilets, your lunch area and also space to leave bags, coats and hi-viz jackets which cannot be worn inside the displays. Before you enter the displays at your booked time, a staff member will go over the rules of the aquarium for your safety which include:

- To keep hands away from open-top tanks and not touch any of the animals
- To not touch the glass
- No flash photography
- To not run around
- To stay in their smaller group and stay to our one-way system through the displays

During Your Visit

Task: Walking through exhibits

Description: On a visit you will walk through seven themed zones across the ground floor and first floor. Between floors you will walk through our botanical gardens with gently inclining ramps between floors for all visitors suitable for wheelchairs and light mobility scooters.

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 water	Children and Teachers	1. Staff will ask people not put their hands into the water before entry into aquarium 2. Warning signs available by open-top tanks 3. Teachers will supervise children throughout the trip	2	3	6
Bumped head from entering and exiting Seahorse Lighthouse crawlspace	Children	1. Teachers will supervise children throughout the trip	2	2	4
Lost child	Children	1. School groups to stay together when walking through 2. Staff on front desk monitoring people exiting the displays 3. Staff trained to handle lost child scenario with Duty	1	1	1

		Manager. 4. Teacher supervision.			
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Guided Tour Experience

If you are paying for a guided tour experience we will provide workshops along the way to showcase fascinating animals such as sharks and stingrays. These sessions involve the tour guide showing objects to children which can include sharks teeth, sharks jaws, stingray barbs, skin and moults.

Task: Tour Journey

Description: Staff, children and teachers will be taken around the aquarium on a tour highlighting various facts and points of interest relating to their chosen topic.

Hazard	Who may be harmed?	Existing Controls	L	S	R
Ingesting fish food	Children and Teachers	1. Feeding of fish activity has been removed to lower the current risk from COVID-19 transmission	1	1	1
Fall from ledge when climbing to feed Cichlids	Children	1. Teachers will be asked to supervise and assist children in reaching the top of the tank using the ledge provided	1	2	2

Task: Fish feeding

Description: Staff will be feeding the animals over a pre-determined open-top tank using cups

Hazard	Who may be harmed?	Existing Controls	L	S	R
Animal bite from putting hands in water	Children and Teachers	1. Staff will ask people not put their hands into the water before entry into aquarium 2. Teachers will supervise children throughout the trip	2	2	4
Ingesting fish food	Children and Teachers	1. This activity has been removed to lower the current risk	1	1	1
Fall from ledge when climbing to feed Cichlids	Children	1. Teachers will be asked to supervise and assist children in reaching the top of the tank using the ledge provided	1	2	2

Fire Procedure

Bristol Aquarium has an intelligent fire alarm system which has two modes.

The first mode is a staff warning which alerts the day's dedicated Duty Manager and Fire Marshal to investigate what has set the alarm into this first non-emergency mode and this may then be reset and evacuation may not be necessary.

The second mode is our emergency evacuation alarm and a message will play in your area directing you to your nearest fire exit. Please safely escort your group towards your nearest signposted fire exit and assemble safely away

from the building. We will let you know when it is safe to return to the building. Our staff Fire Evacuation Point is at the main entrance in Anchor Square by the beetle statue should you wish to meet us there.

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 we request that a non-affected Teacher First Aider administers First Aid to the casualty, providing a clear account of what occurred and to sign our accident report.

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

Wet floors and Cleaning

We are deep cleaning our site every afternoon. During the day we carry out enhanced cleaning in the mornings and afternoons. Please support us by placing rubbish in the bins provided. Washing/ sanitise your hands at every opportunity. Wet floors may be encountered during a trip to Bristol Aquarium: on rainy days our entrance foyer may become slippery when wet, we frequently water the plants in our botanical houses 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, we would encourage you to report any issues you find at your earliest opportunity to any staff members/ your guide.

Hazard	Who may be harmed?	Existing Controls	L	S	R
Slips on wet floors	Children, Teachers and Staff	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. Goody bags from the gift shop can be ordered in advance to allow for a stress-free gift purchasing experience.

Hazard	Who may be harmed?	Existing Controls	L	S	R
Scalds from hot drinks from the café	Children and Teachers	1. Teachers will supervise children throughout the trip 2. School Zones will be located away from the café area. 3. Hot drinks will be lidded	1	3	3
Allergic reaction from foods	Children and Teachers	1. Allergen information and labelling provided on individually wrapped items 2. Allergen file available 3. School to be aware of	1	5	5

Toilet Facilities

Our main toilets are open to schools please note these are also being used by public visitors. Whilst we do not have changing facilities for older children and adults, We The Curious science museum have a Changing Places toilet that can be used (your school must arrange this with them prior to arriving) and they are located adjacent to Bristol Aquarium. **We have placed additional signage and instructions to remind all visitors to wash hands following government advice.**

Additional individual toilets are available on the first floor of the aquarium during your tour.

Following a guided tour experience, staff will encourage children to use the toilet facilities to wash their hands as they may have accidentally touched the glass or any other objects around the aquarium.

We kindly request that teachers check the toilets after the last child has used them 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 as well as the naturally-lit botanical houses.

Some children experience emotional difficulties entering the darkened entrance and we are on hand to take any children (and at least one supervising teacher) to a side entrance into our naturally-lit botanical house where they can meet the group in the second Urban Jungle zone. This will cause them to miss the first zone of the aquarium out of the seven available however they will not miss out on their workshop experience.

Don't forget to book your free pre-visit recce for up to two teachers!

If you have any concerns about your visit please call the office team on 0117 929 8929 and we will be very happy to help

We hope that you enjoy your trip to Bristol Aquarium!