

# LEGOLAND® Windsor Resort

## School Information Pack

### Contents

Schools - Important information..... 2

Lead Teacher Checklist..... 3

BEFORE I PAY..... 3

BEFORE MY VISIT ..... 3

Risk Assessment Information: LEGOLAND® Windsor Resort..... 4

Ride Ratios and Restrictions..... 8

Information Sheet.....10

Permission Slip..... 11



# Schools - Important information

## Teachers:

For queries about your visit, workshop content or if you need support on the day, please contact the School Team at [school.enquiries@LEGOLAND.co.uk](mailto:school.enquiries@LEGOLAND.co.uk) or call 01753 626415.

## Tickets:

Tickets will be sent to you via email and can be presented at the ticket gates on a smart phone, tablet or as a printout. Alternatively, tickets can be collected from the Ticket Office upon arrival at the resort. Just show your booking reference and school I.D.

## Coaches and mini-buses:

Coaches and mini-buses can park for free in car park C.

## Annual Passes:

Students with a valid Annual Pass will usually be admitted to the resort for free but will be subject to normal Annual Pass holder conditions. Pre booking at <https://www.legoland.co.uk/tickets-passes/annual-passes/annual-pass-prebooks/>

## Toilets:

Upon arrival, the nearest toilets are to the left of the turnstiles before you enter the Resort. During Educational Workshops, the nearest available toilets are the public toilets opposite the LEGOLAND® Learning Academy.

## Education Workshop Directions:

If you have booked an Educational Workshop, it will be in Bricktopia. There are signs for this around the resort. From The Beginning keep to the left and head down the hill to follow the path down to Bricktopia. The Education Department is opposite LEGO Studios 4D.



**Workshop late arrivals:**

If you are running late for a workshop, please call the School team on 01753 626415 and we will do our best to fit you in, however this is subject to availability.

## Lead Teacher Checklist

**IMPORTANT: Please ensure THE TEACHER VISITING on the trip has this checklist ASAP!**

### BEFORE I PAY

**Check the booking confirmation:** We will prepare for your trip based on the details of your booking confirmation email. **Please make sure it's correct before payment.** If anything needs amending, please call 01753 626415 or email [school.enquiries@legoland.co.uk](mailto:school.enquiries@legoland.co.uk).

**Make payment at least 10 working days before your trip:** You can pay by calling 01753 626415; by BACS. **Please note:** If payment is not received in this time, you may lose your allocation for tickets/workshops.

If you need to cancel the booking for any reason, please email [school.enquiries@legoland.co.uk](mailto:school.enquiries@legoland.co.uk) so that we can release your tickets for another school to use.

### BEFORE MY VISIT

**Resources:** Download your free risk assessment and public liability document by visiting our 'Planning' page [here](#).

**Planning visit:** Plan a date with your school to conduct a planning trip visit. You can collect two free planning tickets at the Ticket Centre, after payment has been received, for your trip.

**Check opening times:** Make sure you are arriving on time. Check out open times by [clicking here](#).

**Check parking and directions:** by [clicking here](#).

**What you need to bring:** Make sure you have your booking reference number to collect your pre visit tickets from our ticket office! Please bring your key contact information forms that can be found at the bottom of this document.



# Risk Assessment Form

## Behaviour

<b>Misbehaviour:</b>	The attraction has regulations displayed at the entrance. Staff members are trained to enforce these regulations for the benefit of all our Guests. Staff will instruct children to behave where necessary. <b><u>Please note that children under the age of fourteen must be accompanied by an adult at all times, this is non-negotiable.</u></b> Staff will challenge any child without sufficient supervision and will take them to Heartlake City First Aid Centre to be reunited.
----------------------	---

## Legal Requirements and Attraction Information

<b>Public Liability:</b>	LEGOLAND is covered by Public Liability and the policy is with CHUBB Insurance
<b>Local Enforcement Agency:</b>	Royal Borough of Windsor and Maidenhead
<b>Rides Engineering/Maintenance:</b>	Fairground and Amusement Parks – Guidance on safe practices HSG 175
<b>Food safety and hygiene:</b>	All food outlets operate in accordance with the Food Safety Act 1990. They are regularly inspected by the local Environmental Health Department
<b>Attraction Staff/Identification:</b>	All staff wear uniform or are easily identifiable from their LEGOLAND Windsor ID worn on lanyards around their neck. Full Standard Declaration Questionnaires are carried out on all staff employed at the Attraction
<b>Security:</b>	The attraction has a dedicated security team who are able to deal with minor security issues on site. The team are also trained to deal with any emergency situations that may arise.



## Risk Assessment

<b>Vehicle traffic:</b>	The attraction is closed to vehicular traffic movement whilst open to the public. There are designated drop-off points for coaches at LEGOLAND in Coach Park C. There is no requirement for children to cross any busy public roads although children will be required to cross internal park roads to access the admissions area and in the case of special occasions – St. Leonard’s Mansion. Pedestrian walkways are provided with all steps having alternative flat access.
<b>Weather Protection / Sun safety:</b>	There is not a great deal of cover in the Resort, please be prepared for rain at all times. Sensible flat footwear is advised due to the undulation of the Resort and the need to brace yourself on several of our rides. There are shaded areas provided throughout the attraction for sunny weather.
<b>Water:</b>	All public areas are fenced off to prevent access to water. Some rides at the attraction do expose children to water by riding in boats or pods such as Pirate Falls: Treasure Quest, Viking River Splash and HYDRA’s Challenge. There is a water play area located in DUPLO Valley. All water used in the Resort is either fresh from pipes or treated by chlorination.
<b>Slips/Trips/Falls:</b>	The following should be noted: <ul style="list-style-type: none"> <li>• Wet flooring,</li> <li>• Steep slopes,</li> <li>• Steps and stairs,</li> <li>• Boarding and disembarking rides</li> </ul>
<b>High Level Areas:</b>	The Resort is situated on the side of a hill. Guests can see over the area from the viewing platform at The Beginning, before making their way down to the bottom into the park. The Hill train can transport Guests from the top to the bottom or vice versa. Due to the nature of the Resort being situated on a hill there are some steep slopes in places and handrails are provided where necessary. Scooters, roller skates and children's tricycles are not permitted into the Resort. For their own safety we request that children wearing Wheel Heeled shoes (Heeleys) do not activate the wheel part of the shoe and take due care and attention whilst in the Resort.
<b>Strobe Lighting:</b>	The Dragon Coaster has a small amount of strobe lighting.
<b>Reduced Lighting:</b>	A few attractions feature reduced lighting. This will be indicated on the signage at the entrance to each ride.
<b>Enclosed Spaces:</b>	Some of the Rides & Attractions can be quite small in area and to some individuals these might feel contained. However, no area can be defined as a confined space.



<b>Attraction Specific Risk:</b>	Whilst all our rides are maintained to the highest safety standards and our staff are trained to operate them, we recommend that all safety notices displayed or on the Resort Guide are read before entering
<b>Rides:</b>	All safety instructions must be obeyed. Rides undergo rigorous testing every day by competent engineers in accordance with manufacturer guidelines. Beware of closing doors on fingers
<b>Play equipment:</b>	There are a number of unsupervised play areas in the Resort, all equipment conforms to the current British and European standards but supervision is required.

## Attraction Arrangements

<b>Arrival Arrangements:</b>	There are designated drop-off points for coaches at LEGOLAND in Coach Park C.
<b>Parking:</b>	There are ample car / coach parking facilities available.
<b>First Aid:</b>	The First-Aid facility is located in Heartlake City; qualified first aiders are always on hand to help. Should you need assistance, please make contact with any member of staff.
<b>Emergency Planning:</b>	LEGOLAND has a contingency plan in the event of an emergency. The emergency plan has been developed in conjunction with the local emergency services, whom we have regular meetings regarding emergency procedures and planning.
<b>Fire Safety:</b>	In the event of an emergency please follow all displayed evacuation procedures and listen to instruction from members of the LEGOLAND team.
<b>Wheelchair Access:</b>	LEGOLAND has been designed with the needs of Guests with disabilities firmly in mind – the Resort is more than 95% accessible to wheelchair users. The paths are level and suitable for wheelchairs; however, it can be steep in sections and may require additional assistance.
<b>Attraction Wheelchair Access:</b>	For a comprehensive guide to LEGOLAND for Guests with disabilities; please follow this link: <a href="https://www.legoland.co.uk/plan-your-day/before-you-visit/accessibility/">https://www.legoland.co.uk/plan-your-day/before-you-visit/accessibility/</a> or pick up a guide at Guest Services.
<b>Lost Children:</b>	Lost Child wristbands are available from Ticket Collection and Guest Services on entrance; we strongly recommend that all children in groups are given a contact number for our staff to use should they become separated from the group. If a child is lost, they should make contact with any member of staff who will take them to Heartlake City First Aid Centre or The Beginning Guest Services as a reuniting point.



<b>Age/Height Restrictions:</b>	For a comprehensive list of age and height restrictions on all of our rides and Attractions, please follow this link; <a href="https://www.legoland.co.uk/tickets-and-passes/school-bookings/plan-your-trip/">https://www.legoland.co.uk/tickets-and-passes/school-bookings/plan-your-trip/</a> or see the table on the next page.
<b>Lockers:</b>	Lockers are available onsite on a first come first served basis and are located at the Beginning, the Learning Academy and LEGO City. Lockers require a non-refundable £2 coin.
<b>Eating Facilities:</b>	There are many food and drinks establishments within the attraction serving a variety of both hot and cold refreshments. There are also adequate outdoor grounds to picnic within. There is also a lunchroom available for schools to use on a first come, first served basis between 12 and 2pm. It is located next to City Walk Pizza and Pasta
<b>Welfare Facilities:</b>	There are toilet blocks within every area of the Resort, each with a wheelchair accessible toilet.
<b>Additional Costs:</b>	There are several outlets around the Resort serving snacks and drinks. Some attractions such as Gold Wash cost extra.
<b>On Park Payments:</b>	The majority of the Resort is card only. There is an ATM at in Heartlake City. Cash is accepted in the LEGO Store in The Beginning. Change Machines are also available nearby our coin activated amusements.
<b>Attraction Signposting:</b>	The Resort is well sign-posted. Also, Resort maps are issued to all adults and teachers who are supervising the school trip. In order to avoid queuing or to check queue times throughout the day, please download the Legoland app.
<b>Smoking / Vaping:</b>	Smoking & Vaping is only permitted at designated areas throughout the park. These are highlighted on the park map.



# Ride Ratios and Restrictions

Lands	Ride	Height/Age Restrictions	Ratio (Teacher to Student)
Kingdom of The Pharaohs	Laser Raiders	Under 1.3m must be accompanied by a responsible person over the age of 16 years	1:3
	Scarab Bouncers	Minimum Height of 0.9m	N/A
	Aero Nomad	Under 1.3m must be accompanied by a responsible person over the age of 16 years	1:4
	Desert Chase	Under 1.1m must be accompanied by a responsible person over the age of 16 years	1:2
	Thunder Blazers	Minimum Height of 0.9m	N/A
LEGO® MYTHICA: World of Mythical Creatures	HYDRA'S Challenge	Minimum 1.0m, under 1.3m must be accompanied by a responsible person over the age of 16 years	1:1
	Fire & Ice Freefall	Minimum 1.0m, under 1.2m must be accompanied by a responsible person over the age of 16 years	1:1
	Flight of the Sky Lion	Minimum height 1.0m to ride, under 1.2m must be accompanied by a responsible person over the age of 16 years	1:2
LEGO City	Coast Guard HQ	Under 1.3m must be accompanied by a responsible person over the age of 16 years	1:2
	LEGO® City Deep Sea Adventure	Under 1.3m must be accompanied by a responsible person over the age of 16 years	1:6
	Haunted House Monster Party	Minimum of 0.9m to ride and 1.2m must be accompanied by a responsible person over the age of 16 years	1:3
	LEGO® City: Driving School	Minimum height 1.1 and max height 1.5m to ride (cannot be accompanied)	N/A
	Learner Drivers	Minimum height 0.9 and max height 1.1m to ride (cannot be accompanied)	N/A
	Fire Academy	Minimum 0.9m, under 1.3m must be accompanied by a responsible person over the age of 16 years	1:3
	Balloon School	Under 1.3m must be accompanied by a responsible person over the age of 16 years	1:3
DUPLO Valley	Fairy Tale Brook	Under 1.3m must be accompanied by a responsible person over the age of 16 years	1:3
	DUPLO® Dino Coaster	Minimum 0.9m, between 0.9m and 1.3m must be accompanied by a responsible person over the age of 16 years	1:1
	DUPLO® Express	Under 0.9m must be accompanied by a responsible person over the age of 16 years	1:3
	DUPLO® Airport	Minimum 0.9m, under 1.3m must be accompanied by a responsible person over the age of 16 years	1:1
Bricktopia	Sky Rider	Minimum 0.9m, under 1.3m must be accompanied by a responsible person over the age of 16 years	1:2
LEGO® NINJAGO World	LEGO® Ninjago The Ride	Under 1.2m must be accompanied by a responsible person over the age of 16 years	1:3
	Destiny's Bounty	Minimum 0.9m, under 1.3m must be accompanied by a responsible person over the age of 16 years	1:3





<b>Land of The Vikings</b>	Viking River Splash	Minimum 1.1m, under 1.3m must be accompanied by a responsible person over the age of 16 years. School groups must have a responsible adult (over 18 years) in <b>each boat</b> regardless of height.	1:2
	Spinning Spider	Minimum 0.9m, under 1.3m must be accompanied by a responsible person over the age of 16 years	1:5
<b>Pirate Shores</b>	Jolly Rocker	Minimum 1.0m, under 1.3m must be accompanied by a responsible person over the age of 16 years	1:4
	Pirate Falls	Minimum 1m, between 1m and 1.3m must be accompanied by a responsible person over the age of 16 years	1:3
<b>Knights Kingdom</b>	Merlin's Challenge	Minimum 0.9m, under 1.3m must be accompanied by a responsible person over the age of 16 years	1:1
	Dragons Apprentice	Minimum 0.9m, under 1.3m must be accompanied by a responsible person over the age of 16 years	1:1
	The Dragon	Minimum 1.0m, under 1.3m must be accompanied by a responsible person over the age of 16 years	1:1
<b>Heartlake City</b>	LEGOLAND® Express	Under 1.3m must be accompanied by a responsible person over the age of 16 years	1:3
	Mia's Riding Adventure	Minimum 1.2 meters to ride	N/A



# Information Sheet



## Information for Schools visiting the LEGOLAND® Windsor Resort

Please ensure group leaders or pupils carry a copy of this information sheet at all times during their visit.

Teacher Name	
Teacher Tel. No.	
Lunch Time	
Lunch meeting point	
Workshop meeting point	LEGOLAND® Learning Academy
Workshop Time	
End of day Time	
End of day meeting point	
Emergency meeting point	

### Park information

**Teacher Supervision** – All students under the age of 14 must be supervised at all times.

**Height Restrictions on Rides** – There are height restrictions on some of the Rides the in the Resort. Specific restrictions can be found on boards located by The Beginning and by each ride.

**Lost Persons** – Guest services, located at the Beginning, and our First Aid Centre, in Heartlake City, have a lost person facility. You can ask any member of staff for assistance if you become separated from your group.

**Storage of personal items** – The LEGOLAND Windsor Resort cannot accept responsibility for items brought to the park, but lockers are available at different points throughout as many rides will not allow you to board with bags etc.

**Lost Property** – Any found items are taken to Guest Services at The Beginning.

**Behaviour on Park** – Good behaviour is expected of all guests visiting the park.

**First Aid** – Our First Aid Centre is located in Heartlake City behind the ice cream parlour. Please ask any member of staff on park if First Aid is required.

**Meeting Points** – we strongly advise that the end of the day meeting point area is outside The Beginning.

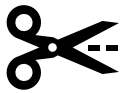
**Water/ Sunscreen** – water fountains and Sunscreen dispensers are available at different points throughout the park.



# Permission Slip



Date of trip	
Cost of trip	
Departure Time	
Expected Time of Return	
Payment method	
Please return to school by:	
Additional information	



This section is to be completed and returned by a Parent or Guardian.

Student name: \_\_\_\_\_ Class: \_\_\_\_\_

I acknowledge receipt of the information regarding the proposed visit to the LEGOLAND Windsor Resort and consent to my child, named above, participating. I have ensured that my child understands that it is important for their safety and for the safety of the group that any rules and instructions given by the staff in charge are obeyed. I agree to members of staff giving permission for my child to receive any medical treatment in an emergency. I confirm to the best of my knowledge the above information is correct and this I have read and understood the information contained therein.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Emergency Contact Number: \_\_\_\_\_