



About SEA LIFE

Dive beneath the waves and enter a world of glittering scales, humungous tentacles and razor-sharp teeth. Come face to fin with the weird and wonderful creatures of the world's oceans and discover what makes them so amazing.

Combining active, hands-on learning with fascinating educational talks and an opportunity to have an up close and personal encounter with a variety of sea creatures, a visit to SEA LIFE is an educational experience like no other!

Sea Life caters for every ability level and learning style, using a unique combination of auditory, visual and kinaesthetic learning opportunities. Children are encouraged to have supervised, hands-on contact with live sea creatures in the touch pool which is often the highlight of the trip for many children.

About Merlin

Merlin Entertainments is the largest European entertainments company. Merlin runs 124 attractions in 25 countries across four continents. Our aim is to deliver unique, memorable and rewarding experiences to millions of visitors across our growing estate. We believe that we achieve this objective largely thanks to the commitment and passion of our team and the strength of our brands, which will never fail to be distinctive, challenging and innovative.

Health, Safety and Security

"The health, safety and security of our guests, our employees and the people who work in partnership with us are of paramount importance to Merlin. We have an absolute commitment to continuously achieve the highest safety standards in all that we do. This comes in no small measure from our strong safety culture and the passion we dedicate to delivering safe, memorable experiences for our guests. We will never compromise our commitment to health, safety and security or become complacent in this area." Nick Varney, Chief Executive Officer

Our primary goal is to deliver safe and memorable experiences to our guests. Central to this is our absolute commitment to achieving the highest standards in health, safety and security, thereby fulfilling the trust placed in us by our guests, employees, business partners and shareholders.

We constantly strive to raise the bar in our health, safety and security standards and performance. Our highly skilled management teams and passionate employees work to manage risks, prevent accidents and help protect the magic of our guest experiences. Indeed, Protecting the Magic is the name that we've given to our on-going internal programme to sustain awareness, drive workforce engagement and uphold a positive and proactive safety culture.

Supporting this, we have designed and implemented systems and procedures to effectively assess and mitigate risk, whilst building robust capability and fostering strong health and safety expertise across the Group.

We also work with industry partners, both nationally and internationally, to design and set new safety rules and requirements. To this end, we remain an active member of the British Association of Leisure Parks, Piers and Attractions (BALPPA) and the International Association of Amusement Parks and Attractions (IAAPA) and have representation on their respective Health & Safety Management Committees. These Committees seek to develop new standards, guidance and innovations for the sector, share lessons learned and facilitate collaboration between its members and other important stakeholders, including regulatory authorities.



Legal Requirements and Attraction Information

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| Public Liability | SEA LIFE centres and Sanctuaries are covered by Public Liability Insurance to the amount of £10 million. The Policy is with CHUBB European Group Ltd (Policy No UKCANC33447) |
| Local Enforcement Agency | SEA LIFE and Sanctuaries are enforced by the local Health and Safety Executive and Environmental Health Department. Please email SLCBirmingham@merlinentertainments.biz if you require further information. |
| Rides Engineering / Maintenance | The centre does not operate any mechanical rides. |
| Food Safety and Hygiene | Food units are operated in accordance with the Food Safety Act 1990 and are regularly inspected by the local Environmental Health Department. |
| Attraction Staff / Staff identification | All attraction staff wear uniforms and lanyards with name badges and photo identification. |
| Security | The attraction is looked after by a dedicated security team (based in Brindley Place) who are able to deal with minor security issues on site. The attraction team is trained to deal with any foreseeable security issues. |

Risk Assessment

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| Vehicle traffic and parking | There is no direct vehicle access to the centre. Two multi story car parks are located within 5 minutes walking distance of the attraction and details are available on our website. Coach drop-off is located on nearby Sheepcote Street, with a pedestrian crossing and pathway route to our entrance via the Brindleyplace estate. |
| Weather protection / Sun safety | Strict timed entry is in place for admittance to the centre, upon which the attraction is all under cover. All guests should be prepared for a wait outside the attraction and dress accordingly. |
| Water | There are display tanks throughout the different attractions and a staffed touch pool; supervision is required at all times. There are open top tanks throughout the centre and hands should <u>not</u> be placed in any of these tanks. |
| Slips/ Trips/ Falls | The following hazards should be noted: <ul style="list-style-type: none"> • Trips caused by looking in the display and not at the floor • Wet flooring • Steps and stairs |
| High level areas | Supervision is required and there is no climbing on the barriers. |
| Strobe and UV lighting | Our 4D cinema experience operates a number of special effects, which may include brief periods of strobe lighting. Numerous exhibits within the centre utilise UV lighting. |
| Reduced lighting | Care should be taken due to reduced lighting in certain areas, which is for theming purposes. |



Attraction Arrangements

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| Arrival arrangements | Please arrive at the time stated on your booking. For further information, email SLCBirmingham@merlinentertainments.biz . |
| First aid | The centre is always staffed by a number of first aid trained team members. Incident forms are completed for any first aid matter, however small, and we thank you for your cooperation in this matter. Whilst our team are trained in basic first aid, please note that this does not include medical training and we always advise guests involved in a first aid incident on site to seek external medical advice if they feel it necessary. |
| Emergency planning | This attraction has a contingency plan in the event of an emergency. The emergency plan has been developed in conjunction with the local emergency services and there are regular meetings regarding emergency procedures. |
| Fire safety | In the event of an emergency please follow all evacuation procedures and the directions of our trained staff. Comprehensive detection systems are fitted throughout the centre, with extinguishing devices and multiple emergency exit routes. |
| Wheelchair access | The centre is fully wheelchair accessible, with ramped walkways and lifts throughout. We do not have wheelchairs available for hire. In the event of an emergency requiring evacuation from the centre, staff are trained in the use of on-site evacuation chairs. |
| Lost children | The team are trained to deal with lost child scenarios. We encourage all adults to brief younger guests to approach a member of uniformed staff if they are lost. No person under 16 years can enter the attraction without an adult 18+ years of age, who is responsible for that minor. |
| Unruly children | For the enjoyment and safety of all guests, unruly or abusive behaviour is not tolerated and may result in removal from the attraction without reimbursement. |
| Age / height restrictions | There are no age or height restrictions for this attraction, other than in the soft play area where signage is clearly displayed. |
| Lockers / storage facilities | There are no facilities for the storage of personal items at the attraction. Any buggies must be taken through the centre, which is ramped throughout. Any items left unattended for any period will be removed, and may cause significant disruption to your visit. |
| Eating facilities | Vending machines are available at multiple locations throughout the attraction. There are no hot food units available. |
| Welfare facilities | Toilets are located at various locations in the attraction. These are clearly sign-posted. There are three wheelchair accessible toilets and various baby change tables. |
| Attraction signposting | The National SEA LIFE centre is clearly signposted on brown road signs on main entry routes to the city centre. |
| Use of flash photography | Cameras can be used throughout the centre, but strictly no camera flashes. |