

# WINTER WONDERLAND 2010

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### 1. Introduction

The following information will assist you with writing your risk assessment and in preparing for your visit to Winter Wonderland. Please make sure that all adults and helpers are aware of the following health and safety guidelines for your visit to Winter Wonderland. Should you require any further information, please see our website [www.hydeparkwinterwonderland.co.uk](http://www.hydeparkwinterwonderland.co.uk), take a look at the FAQ page [www.hydeparkwinterwonderland/faq](http://www.hydeparkwinterwonderland/faq) or contact [winter@aeglive.co.uk](mailto:winter@aeglive.co.uk)

### 2. General

Winter Wonderland is held in Hyde Park. It is an outdoor, free entry family event celebrating the festive season in a historic location, returning for the 4<sup>th</sup> year running. The venue is open to the public from 4pm to 10pm on 19<sup>th</sup> November and 10am to 10pm daily from 20<sup>th</sup> November to 4<sup>th</sup> January (except Christmas Day).

There is no admission fee to enter the site – all members of the general public have access and the event attracts a wide demographic spread, including visitors of all ages, a large number of families and visitors from overseas.

Winter Wonderland consists of 3 major ticketed areas – the outdoor Lidl Magical Rink, Big Top Shows and the Giant Observation Wheel – along with pay as you ride traditional fairground rides, a Christmas marketplace, bars, cafes and eating areas, some of which serve alcohol. Tickets for the Ice Rink, Circus and Wheel can be bought in advance or at the Box Offices on site, whilst tokens for the rides can be purchased from the Token Booths on site. Tickets are non-exchangeable or refundable, and tokens are only valid on the day of purchase.

### **3. Transport and Parking**

There are several points of entry with most visitors entering and exiting on the Serpentine Road at the Hyde Park Corner end. The nearest tube stop is Hyde Park Corner. For all transport links and travel information, see The Winter Wonderland website travel page, [www.hydeparkwinterwonderland/travel](http://www.hydeparkwinterwonderland/travel)

Pay and display parking is available at Grosvenor Gate, Cumberland Gate and Alexandra Gate. This is free for Blue Badge holders for 4 hours and £2.40 an hour for all others. See the Royal Parks website for more information [www.royalparks.org.uk](http://www.royalparks.org.uk) or call them on 020 7298 2000. Coach parking bays are along Park Lane. The location and prices of street parking, coach parking and Blue Badge parking bays can be found on the City Of Westminster website at [www.westminster.gov.uk](http://www.westminster.gov.uk) or call 020 7641 6000.

### **4. Supervision and behaviour**

Teachers and group leaders are responsible for the behaviour and general health and safety of their group at Winter Wonderland. Any group member whose behaviour adversely affects the safety or enjoyment of other visitors, or causes damage, will be asked to leave, accompanied by their teacher or group leader.

At Winter Wonderland we class a child as 12 and under and an adult as aged 18 and over. Whilst the site is suitable for children of all ages, children must be accompanied by an adult at all times; 13 to 17 year olds are not required to be accompanied. No children will be admitted on site unless accompanied by an adult. Whilst in the park, children must remain under the supervision or control of an adult at all times and Winter Wonderland reserves the right to determine the ratio of adults in relation to children required for adequate supervision. 1:10 supervision is a sensible minimum, though some activities will require closer supervision than others, e.g. ice skating. Please see our Terms and Conditions [www.hydeparkwinterwonderland/T&Cs](http://www.hydeparkwinterwonderland/T&Cs) for more details. Please note, some rides and attractions have height and weight restrictions.

### **5. Incident Reporting and Evacuation**

Lost Property/Feedback/Complaint forms are available on site. If an item is lost, please find a member of the Event Management Team to fill out a Lost Property Form, and further information can be found by contacting [winter@aeglive.co.uk](mailto:winter@aeglive.co.uk)

In the event of a minor incident (e.g. a small fire, a group member taken ill) group leaders should alert the nearest member of Security (clearly recognisable, badged and in high visibility clothing) or Site Management Team, who will implement the Event Management Plan procedure. In the event of a serious incident (e.g. a major fire, adverse weather) group leaders should again alert the nearest member of Security or Site Management Team, who will implement the Event Management Plan procedure. Should a site evacuation be necessary, an announcement will be made over the

coordinated sound system, and members of Security and the Site Management Team will be on hand to direct visitors.

The rendezvous Point is Cumberland Gate. The Emergency Meeting Point is Wellington Arch

## **6. First Aid and Lost Children**

The First Aid team is on call at all times throughout the event. The First Aid Room is located in the Lidl Magical Rink changing area. There will be a minimum of 3 trained medics on duty at all times and these are supported by First Aid trained staff and security staff. Due to the central location of the event, ambulance response times are fast and patients will be taken to the nearest available hospital.

Lost Children will be supervised by Security and the Police called in if the parents/supervisors are not located. If a child is lost, they are to find the nearest member of Security. If you would like to report a lost child, please find the nearest member of Security or Event Management Team. All incidents are dealt with as per the Event Management Plan.

## **7. Staff**

The Site Management team are responsible for maintaining the event site to ensure the highest standards are kept throughout the 6 week run. The team is broken down into Site, Production, Security, Ticketing, Attraction and Medic Management, with visible Front Of House presence. Radios are allocated to key members of each team and radio communication is maintained throughout.

SIA Certificated Security staff and stewards are present on site to risk assess, deal with enquiries and incidents, and monitor crowd dynamics. Recorded and monitored CCTV is also in place. Security Staff, Event Management Team, Royal Parks and the Metropolitan Police liaise in connection with any security or public order concerns.

## **8. Amenities**

Toilets - Temporary toilets have been added to the permanent park facilities. These are open for general public use. The numbers of temporary toilets are Ladies x 42, Gents x 9, Gents Urinals x 27, Disabled and Baby Changing x 2. Locations are as per site map [www.hydeparkwinterwonderland/map](http://www.hydeparkwinterwonderland/map)

Coats and bags - All personal belongings must remain with the owner at all times. Suspicious items will be dealt with by security. There is a baggage check in the Ice Rink change area – a small charge applies. The Ice Rink change area is unisex and open to all skaters.

Shelter - Winter Wonderland is an outdoor event across acres of historic parkland, so make sure your group dress appropriately as we open in rain, snow or shine. There are over 1000 covered seats in various seating areas across the site, providing warmth and shelter and varying degrees of

enclosure, some of which are heated. The Lidl Magical Rink operates in all weather conditions and no refunds will be given due to inclement weather. In the unlikely event that ticketed events are closed, alternative sessions will be offered subject to availability. Please see our Terms and Conditions for more details [www.hydeparkwinterwonderland/T&Cs](http://www.hydeparkwinterwonderland/T&Cs)

Group leaders wishing to visit the site to assess the suitability can do so during the usual opening hours.

## **9. Health and Safety**

Activities are designed with full consideration of risk control measures, Health and Safety policies are in place, and staff are trained accordingly. Assessments are completed by all contractors for their works and activities. Each attraction will have individual signage explaining rules and warnings and lighting effects will be in use throughout the park. Winter Wonderland has a designated Health and Safety Manager and hazards are dealt with as per Event Management Plan procedures.

Public areas are mostly the permanent walkways of the park, supplemented by temporary floor coverings, and any cabling will be set in ramps or ducts. The public are prevented from entering plant and storage areas, which are fenced off with relevant Hazchem signage in place.

AEG Live and PWR Events as the event organisers have in place and maintain insurance cover in respect of Public and Product Liability.

## **10. Disability Discrimination Act**

Winter Wonderland activities are planned and delivered in compliance with the Disability Discrimination Act (DDA). Permanent walkways supplemented by temporary floor covering are as even as possible, with ramps to some bars and cafes. Wheel chairs users are welcome on the Lidl Magical Rink, there are pods in the Giant Wheel and spaces in the Big Top shows designed to accommodate wheel chairs. As this is an outdoor event, wheelchair users and those with limited mobility are recommended to be accompanied - free tickets are available for companions. Please see the website for more details.

## **11. Major Attractions**

### **LIDL MAGICAL RINK**

Ice Rink sessions are 1 hour long (please arrive 20 minutes before to get your skates on).

Ice skating can be hazardous. The use of the Ice Rink is entirely at your own risk. Winter Wonderland is not responsible for any injuries arising from your use of the ice rink, save where such injury is caused by the proven negligence of Winter Wonderland. Skaters must follow the instructions of the

marshals at all times. Winter Wonderland reserves the right to remove those deemed as a risk to the safety of others. The Ice Rink operates in all conditions – please bring suitable clothing as no refunds will be given due to inclement weather. Each child must remain under the control or supervision of an adult at all times and AEG reserves the right to determine the ratio of adults in relation to children required for adequate supervision. Please see our Terms and Conditions [www.hydeparkwinterwonderland/T&Cs](http://www.hydeparkwinterwonderland/T&Cs) for more details.

The minimum skate size on the rink is a children's size 9 (maximum is an adult size 13) though everyone is welcome to bring their own skates subject to suitability checks (note - speed skates are NOT allowed). Ice Rink spectator areas are free to access.

## CIRCUS SHOWS

### Zippos Circus

Zippos Christmas Circus is aimed at a younger audience, and features elves, reindeers and many other colourful circus performers. Show times are 11.00, 12.30, 14.00, 15.30 and 17.00 daily, and last 50 minutes. Please arrive at least 20 minutes before your allocated show time. The stage is set up so that no audience members are at risk from any of the performers or any part of their act for the duration of their performance. There are 2 'clowns' (no red noses) on stage for approximately 50% of the performance – a santa's elf clown and 'pepino'.

### Cirque D'Hiver

Aimed at an older audience, Cirque D'Hiver features contortionists, aerialists, acrobats, the heart-stopping Wheel of Death and a final battle of fire. The show contains fire juggling and sparks generated from angle grinders but no other special effects or hazardous lighting are used. The stage is set up so that no audience members are at risk from any of the performers or any part of their act for the duration of their performance. The Cirque D'Hiver show is performed daily at 7pm and 8.30pm and is 60 minutes long. Please arrive at least 20 minutes before your allocated show time. No clowns are on stage during the performance.

### Room On The Broom

From the creators of The Gruffalo, the hit show Room on The Broom follows a witch, her cat, a daft dog, a beautiful bird and a friendly frog. Shows are on 8<sup>th</sup>-10<sup>th</sup> December, 11.00 and 15.30, and are 55 minutes long. Please arrive at least 20 minutes before your allocated show time. The stage is set up so that no audience members are at risk from any of the performers or any part of their act for the duration of their performance

## GIANT OBSERVATION WHEEL

A ride on the Giant Wheel lasts for approximately 13 minutes (please allow time to ride the wheel before 10pm). Pods accommodate 6 adults and 2 children maximum and are loaded 4 at a time. They are for general admission but groups should make themselves known to the Wheel staff.