

Visit Guidelines for Groups

Thank you for choosing Rhyl SeaQuarium for your group visit. To ensure your day runs smoothly please read the following and let us know if you have any queries before the day of your visit.

Booking...

If you have downloaded this from our website, just give us a call or email when you are ready to make your booking.

If you have received this by email, your group is already successfully booked in!

Your confirmation email will include your approximate adult and child numbers, admission type and any extras. Numbers can be amended on the day, but ensuring you have your confirmed numbers ready before you get here will minimise your time in reception on arrival.

Payment can be made on the day or by invoice after your visit*. If you would like to be invoiced you will need to send a Purchase Order Number through by fax or by email to rhyl@seaquarium.co.uk, at least one week before your visit date.

Don't forget we aim to be as flexible as possible with bookings, and we can amend yours at any time. If you would like to make any changes or add any extras just give us a call on 01745 344600 or email rhyl@seaquarium.co.uk.

Did you know...

- You can also find some handy information on our **online Animal A-Z**: www.seaquarium.co.uk.
- A **FREE presentation** is included in your group price, but must be booked in advance.
- You can make the most of the SeaQuarium by booking a **Guided Tour** with one of our Marine Biologists.
- There are also **free pre-visit and post-visit worksheets** to enhance your trip. These can be downloaded from our website www.seaquarium.co.uk.
- We know how children and shops can give adults a headache! For this reason we offer **discounted ice creams** and specific **goody bags** that can be booked and organised in advance.
- Not everyone likes packed lunches, so we have a range of **meals available at discounted prices** for groups.
- There are **talks, feeds and encounters daily** all of which are included in your admission price. Our website has further details www.seaquarium.co.uk.
- **Seal Feeding** demonstrations last approximately 10 minutes. There are also pots of feed available for a small extra charge, for guests to feed the harbour seals.
- **Seal Shows** last approximately 15 minutes in our large Sea Lion Cove. There is plenty of seating. If you have booked to see the show, seating will be reserved for your group.

*Special events such as Santa Safari and some extras may require deposits or pre-payment. Please check the event details via our website, or talk to one of our Booking Team for more information.

Planning Your Visit...

Risk Assessments

SeaQuarium operates under license to the Local Authority. To fulfil the requirements we are legally required to complete a Risk Assessment on each area annually. Due to the number of areas it is not possible to provide them to individuals.

It is the responsibility of the organiser to carry out a specific assessment for a visit.

To help your risk assessment, the following hazards with some of their associated controls have been identified for you:

Close contact with animals and artefacts – risk of accidental injury or disease contraction

- Hand washing facilities provided near contact areas with warning and advisory signs displayed.
- Regular screening of animals for zoonotic diseases.
- Anti-bacterial hand gel available in between hand washing stations and after any close contact handling sessions.
- Supervision by staff at close contact handling sessions.
- Feeding animals prohibited, unless specifically stated otherwise. Where animal feeding is allowed, hand wipes or wash facilities are provided.
- Areas kept clean, risk animals isolated.

Ray Zone, Estuary Zone, Half Moon Zone, Waterfall, Claws, Nethrop, Touchpool, Seals and Freshwater Zone – risk of falling in water and drowning

- Appropriate barriers in place with life rings available near any deep water.
- All shallow water – less than 1m in depth.

Climbing on railings, fencing, walls etc – risk of injury from falling

- Safety notices where relevant. Organiser responsible for group.

Low level lighting in Phobia Area, Night Hunters and Seal Entrance – risk of injury from collisions and tripping

- Warning signage and appropriate illumination on walkways.
- Single direction walk through.

General public – child welfare risk

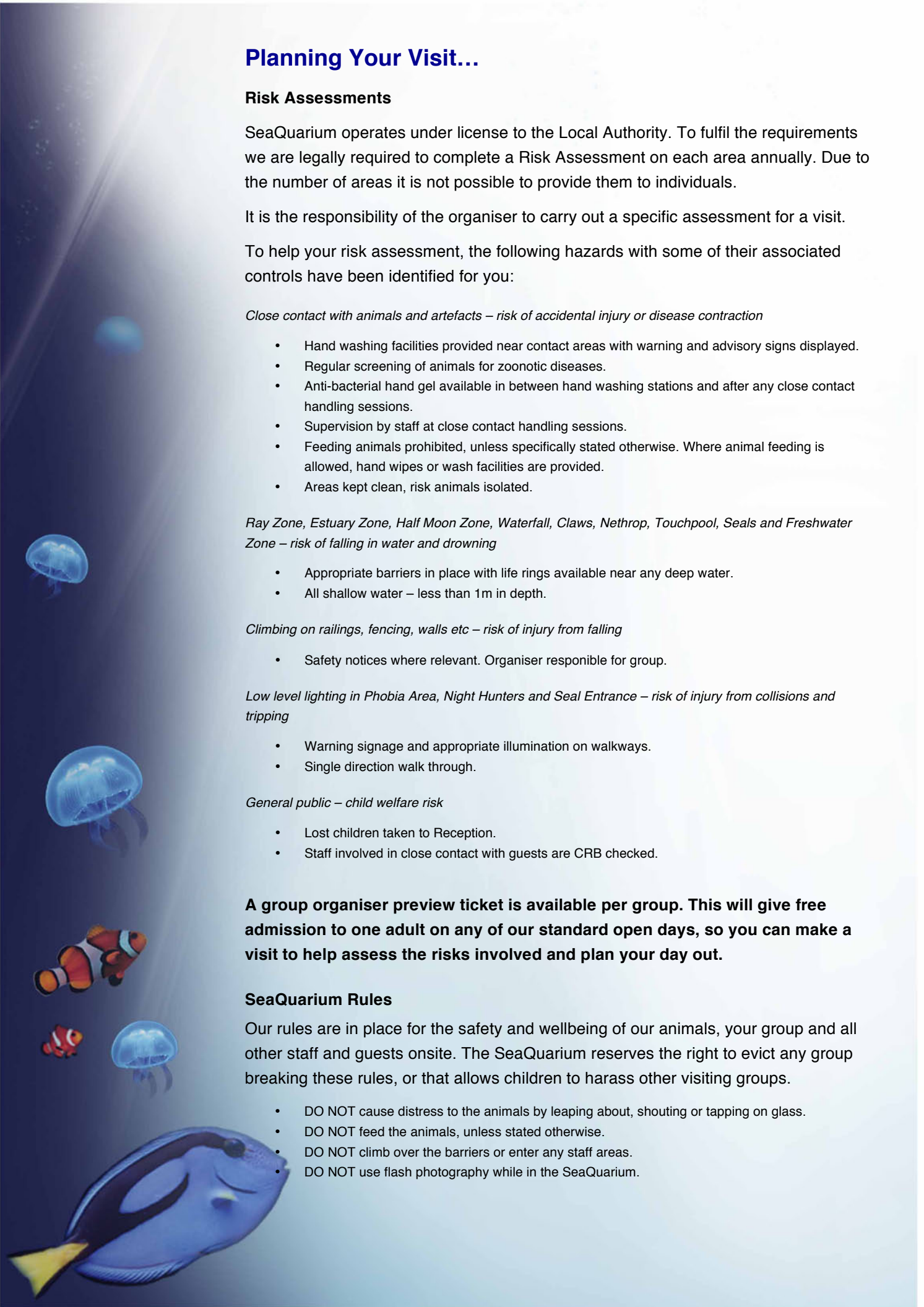
- Lost children taken to Reception.
- Staff involved in close contact with guests are CRB checked.

A group organiser preview ticket is available per group. This will give free admission to one adult on any of our standard open days, so you can make a visit to help assess the risks involved and plan your day out.

SeaQuarium Rules

Our rules are in place for the safety and wellbeing of our animals, your group and all other staff and guests onsite. The SeaQuarium reserves the right to evict any group breaking these rules, or that allows children to harass other visiting groups.

- DO NOT cause distress to the animals by leaping about, shouting or tapping on glass.
- DO NOT feed the animals, unless stated otherwise.
- DO NOT climb over the barriers or enter any staff areas.
- DO NOT use flash photography while in the SeaQuarium.



Supervision

It is essential that children are supervised throughout their visit. The group representatives are responsible for child conduct.

If visiting with children, we strongly recommend 1 adult per 6-10 children where possible, following levels recommended by DfES Health and Safety of Pupils on Educational Visits.

To ensure your group minimises the potential for accidents, please remind them to obey all signs and keep to the pedestrian areas. The most common risk is the 'trip and fall' accident. Areas are inspected daily with reports to Management ensuring ground operations are monitored at all times. We advise all guests to wear footwear that does not have slippery soles or high heels.

Animal encounters

If your group is participating in a Touch Pool demonstration or Seal Feed, they may have close encounters with a range of small animals, including aquatic and terrestrial. Visiting an aquarium is an enjoyable and educational experience for many people, particularly children. However, such visits can never be 100% free from all risks.

We take health and safety issues extremely seriously. We ensure that all animals used for close encounter sessions are accustomed to being handled on a daily basis. In the interest of hygiene, animal enclosures are cleaned regularly, all encounter animals have regular health screening and a strict hand-cleaning regime is established at the end of every close encounter session.

As per the HPA and HSE guidelines, we confirm that control measures provided on our site take into account the recommendations in AIS23. We would also suggest the following simple rules to keep your group safe:

- Do not put hands on faces or fingers in mouths whilst petting animals.
- Do not kiss animals or allow children to put their face very close to animals.
- Do not eat anything that has fallen on the floor.
- Do not eat or drink whilst near animals.
- Always wash hands thoroughly before eating or drinking.
- Wash hands thoroughly after touching the animals, or after taking off dirty or muddy shoes.

Antibacterial hand gels and wipes, should not be used instead of washing hands. We suggest using gel or wipes immediately, then washing hands at the first available opportunity. Organisers should supervise children closely to ensure they follow these rules, and that they wash their hands thoroughly.

For further information visit the Health and Safety Executive website at: www.hse.gov.uk

Group extras

If you have **pre-booked** any of our extras, please note the following;

- **Touch Pool demonstrations:** Last approximately 15 minutes in our Discovery Room. These often involve hands on encounters. Please ensure your group wash their hands after the session.
- **Guided Tours:** Last approximately 1 hour. During this time a member of staff will show you around the SeaQuarium and provide opportunities for questions and answers.

PLEASE NOTE: Due to limited availability start times cannot be delayed. If you are late, charges will still apply, although sessions may have to be reduced or cut out altogether.



On Arrival...

On arrival your driver will need to stop in the bus lane opposite the SeaQuarium. The group can then get off the coach and make their way over to the SeaQuarium entrance. We ask if possible for the main group to wait outside (or on the coach) whilst at reception the organiser is asked to confirm numbers and make payment. The group can then be guided into the SeaQuarium.

Payment

Although change is useful, we are required to count all money before we can give you a receipt. Therefore by changing large amounts of coins into notes before arrival will help us reduce your waiting time. We accept all major credit and debit cards (except American Express). Cheques are accepted as long as a suitable guarantee card is shown, or the cheque has a double signature.

If you have requested to pay by invoice you must have sent a Purchase Order Number through before your visit. An invoice will then be raised and sent to you by email shortly after. You will have 30 days from the date of your visit to complete payment. If we have not got a Purchase Order Number on our booking system, you will be required to find an alternative method of payment before you will be allowed to enter.

On payment, please ensure that you communicate the numbers of your party accurately, and check your receipt before leaving Reception. Any queries regarding numbers paid for, or to be invoiced, must be raised with our Booking Team on the day. Once payment has been made/arranged and the coach driver has signed in, you are free to enter the SeaQuarium and enjoy your day.

See You Soon!

We hope these guidelines have helped you plan a safe, educational and memorable day out for your group and we wish you all a very pleasant and enjoyable trip.

If you have any further queries, please don't hesitate to contact us on 01745 344660 or email rhyl@seaquarium.co.uk.

We look forward to seeing you soon.

Kind Regards,

The Groups Bookings Team