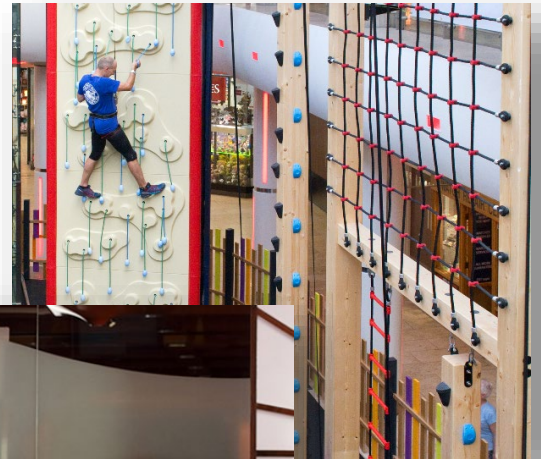


# Health & Safety Guide for School and Educational Groups visiting Premises Operated by Bandai Namco Amusement Europe Limited



Fun for All  
into the Future



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# Introduction

This guide is designed to give teachers, organisers, and carers some relevant information on Health & Safety requirements within our premises.

As a teacher, group organiser or carer, you are required to complete your own Risk Assessments prior to using our facilities. This guide has been designed to assist you in doing this. It includes some good practice guidelines to ensure all customers enjoy their visit and do not injure themselves or others whilst using our facilities.

## **Activities covered:**

- Tenpin Bowling
- Dodgems
- Soft Play
- Adventure Golf
- Climbing Walls
- Simulator & Other Motion Rides
- Virtual Reality (VR) Games
- Emergency Evacuation & First Aid
- Allergens

All our venues are managed by fully trained employees who have received comprehensive training on health and safety. They are supported by a team of people who ensure our safety policies and procedures are up to date and that these procedures are adhered to on site. Our buildings and activities are regularly inspected and audited to ensure our standards remain high and comply with the Equality Act 2010.

All venues are wheelchair friendly, have separate toilet facilities, many of which are part of the RADAR scheme. If you require a key, please ask at reception. Full details of our accessible facilities can be found at [www.euansguide.com](http://www.euansguide.com)

## **Please Note:**

Our venues are bright and vibrant, fun places to visit. The venue may make use of UV/flashing/strobe lighting, lasers, smoke machines & loud music at certain times.

If there is anyone in your group that may be affected by this, please speak to a member of our sales team for advice on the best times to visit.

## Guidance on Safe Bowling

Bowling is a fun sport for all ages but like in all sports, sensible precautions must be taken to avoid injuring yourself.

All bowlers must wear bowling shoes whilst bowling unless the venue offers the facility to 'bowl in your own shoes'.

You may have already guessed it but bowling balls are heavy. Make sure you grip them firmly in both hands when carrying them.

Selecting a bowling ball with the correct size finger holes is important, if you are unsure ask a member of staff to assist you.

Make sure you choose a ball that is not too heavy or too light, you should be able to hold it comfortably.

Do not mess about with a ball in your hands, they hurt when they land on your toes or hit someone on the nose.

Bowling balls should be left on the ball return whilst you are waiting for your next turn.

Only the person bowling should be standing on the approach to the lane at any one time, everyone else should remain seated until it is their turn.

Watch out for balls returning to the ball return area; keep your fingers away from the balls when they are moving, it hurts when you catch them between two balls and don't put more balls on the return than it is designed for as they can fall off.

Never put your hand (or anything else) in the ball return opening as there are moving parts inside.

When bowling, never go beyond the foul line, (black line) at the beginning of the lane. The lanes are covered in oil to protect them and are very slippery. (Signage is in place to remind you).

If a ball gets stuck on the lane please call for a member of staff to assist you, **DO NOT** try and retrieve the ball yourself, if you do you will slip and fall over.

Most of our centers have automatic 'bumper' facilities which stop the ball falling in to the gutters at the side. You can select who has bumpers from the bowlers'

console. Where this facility is not available, please contact reception and a member of staff will raise or lower the bumpers for you.

**DO NOT** attempt to raise or lower the bumpers by hand, you need a special tool.

Wheelchair users and those with physical impairments can enjoy tenpin bowling by rolling the ball down a 'ball ramp' rather than bowling it in the conventional manner. Ball ramps are available in all our venues, but you may need to assist individuals by moving and placing the ramp for them. Anyone that is assisting should wear bowling shoes even if they are not bowling.

The ball should be pushed gently down the ramp to avoid it falling off.

Care should be taken where there is a change in level between the seating area and the bowler's approach, especially when accessing this bowling area via a ramp.

If you spill any food or drink, please tell a member of staff immediately it can make the floor very slippery or bowling shoes sticky, and someone may fall.

## **Guidance on Safely Riding the Dodgems**

At some of our venues we have dodgem rides and like most 'fairground style' rides, a height restriction and other rules are in place so that all those that ride can do so safely. This is a supervised ride.

The minimum height to use this ride is 1.35 meters, but those between 90cm and 1.35m may ride accompanied by someone over 1.35m.

Persons under 90cm may not ride the dodgems at any time.

Seatbelts are provided for each rider and must be worn for the duration of the ride. Anyone removing their seatbelt whilst the ride is in motion will have the ride stopped and be asked to leave the ride.

Arms and legs must remain in the car at all times.

If the car stops operating during the ride or gets stuck and won't move users **MUST** remain in the car and await assistance from a member of staff.

### Other Ride Conditions:

1. You may not ride if you are under the influence of alcohol or drugs
2. For safety, you should be in good health, free from high blood pressure, heart, back or neck problems, motion sickness or any other condition that could be aggravated by this ride
3. Expectant mothers cannot ride
4. Children must always be supervised
5. The seating and restraints on the dodgems may prohibit guests of certain body shapes and/or sizes from riding
6. You must be ambulatory
7. Do not enter whilst the ride is in motion
8. No food or drinks are permitted on the ride
9. No loose garments of clothing (scarves/hats not worn properly, loose tops etc.) to be worn
10. People who show signs of aggressive behaviour in a group or towards others will have the ride stopped and be asked to leave

## Guidance on safely using Soft-play Areas

Soft-play facilities are available at some of our venues and can be used by children under 8 years of age and/or a maximum height of 145cm.

BNAE encourages children to play, run free and explore in a safe and stimulating environment. As such, there are inherent risks that are always associated with children playing and having fun together.

These include:

- Children being exposed to moderate physical activity.
- Children tripping, falling and bumping into fixed objects and other children.

The Company has taken every reasonable step to control these risks through the design, maintenance and operation of the facility. However, it is impossible to eliminate such risks completely whilst providing a stimulating environment and parent/guardians must recognise and accept this risk.

To ensure all our little visitors enjoy themselves, 'Rules of Play' are in place and must be followed at all times.

Our staff are on duty to assist, but please note this facility is **unsupervised**.



## **BNAE RULES OF SOFT PLAY**

1. While BNAE and its employees attempt to ensure the complete safety of our visitors it is the responsibility of parents/guardians to supervise and accompany children on the site with a ratio of one adult for every six children over 5 and 1 for every 3 children under 5.
2. The parent/guardians must:
  - Always remain within the designated soft play area.
  - Observe the child to ensure that they are capable of using the equipment safely.
  - Explain these Rules of Play to the children and monitor their behavior.
  - Know where the children under their supervision are and make sure the child knows where they are at all times.
3. Strictly no smoking or e-cigarettes on the premises.
4. Strictly no gum on the premises.
5. Children are advised to wear long trousers and long-sleeved shirts and must always wear socks on the play equipment to minimize risk of personal injury.
6. No shoes may be worn on the play structure.
7. Jewellery is worn at your own risk and children wearing glasses should take particular care.
8. No food or drink is to be taken into the play equipment area.
9. Management reserves the right to refuse entry.
10. Children are advised not to go back into the play equipment after eating.
11. Abusive behavior to BNAE staff from either adults or children will not be tolerated.
12. Children who are unwell should not use the play equipment.
13. All personal items such as money should be left with parent/guardians.
14. On leaving the unit the parent/guardian will advise the reception desk ensuring that their name can be removed from the attendance list.

## **Guidance on Safely Playing Adventure Golf**

Adventure Golf facilities are available at some of our venues and can be used by customers of all ages but children Under 12 years of age MUST be supervised by a responsible adult. (over 18).

Adventure Golf is played on uneven terrain and may increase the risk of injury from a fall so customers should pay particular attention to where they step and refrain from horseplay of any kind.

In Tamworth, some holes are located outside and the risk of slips, trips & falls may increase due to general moisture in the atmosphere and temperature. During adverse weather conditions the nine outdoor holes will be closed for general safety.

The Company has taken every reasonable step to control these risks through the design, maintenance, and operation of the facility. However, it is impossible to eliminate such risks completely whilst providing a fun and entertaining environment and parents/guardians must recognise and accept this risk.

To ensure all our visitors enjoy themselves, 'Rules of Play' are in place and must be followed at all times:

### **BNAE RULES OF PLAYING ADVENTURE GOLF**

1. Children under 12 must be supervised by a responsible adult.
  2. CCTV in operation.
  3. This area is constantly monitored.
  4. Do not climb on the theming or character models.
  5. No smoking allowed on the course.
  6. Maximum of 6 players per group.
  7. Holes must be played in order, no hole jumping.
  8. Maximum number of strokes per hole is 9 at castle Golf & 6 at Angry Birds.
  9. Wait until the hole is clear before starting.
  10. If the ball goes off the course, replace where the ball went off and receive a one stroke penalty.
  11. If the ball ends up right by the edge or obstacle it may be moved one club length.
  12. The ball nearest to the hole putts first.
  13. Every player takes their first shot before any player takes their second shot.
  14. The winner is the person with the lowest score.
- **SAFETY NOTICE** – Adventure Golf is played on uneven terrain and may increase the risk of injury from a fall so please pay attention watch your step and refrain from horseplay.
  - In the event of adverse weather conditions at our Castle Golf, Tamworth location, the outdoor 9 holes will be closed. You will then play holes 1 to 7 then 17 and 18 indoor twice.

# Guidance on Safely using Climbing Walls

## GENERAL RULES

1. All climbers **must** view the safety video BEFORE entering the climbing zone
2. Children under 12 must be supervised by a responsible adult
3. This area is constantly monitored, and CCTV is in operation
4. Instructions from staff must always be followed
5. No running in the climbing area
6. No more than one climber per wall
7. Do not approach a wall when the mat is on the ground

## Vertical Drop Slide

The Vertical Drop Slide at the Metrocentre is the ultimate test of strength and courage. Go as high as you dare and freefall down the vertical slide but remember, to take this challenge you must be more than 120cm tall.

# Guidance on Safely Riding Simulators & Other Motion Rides

In most of our venues you will find video games & simulators which move, we call them motion rides. A height restriction does not normally apply, but where it does it must be followed so that all those that ride can do so safely.

These are unsupervised rides; children must be supervised by a responsible person when using any of these facilities.

Parents/guardians **MUST** ensure the suitability of these rides for the individual before allowing them to use it.

All motion rides will have safety information clearly displayed; this information must always be followed to avoid injury.

Where seatbelts are supplied, they must be worn throughout the ride.

Gates & doors must remain closed whilst the ride is in use.



# Guidance on Safely Playing VR Games

## HEIGHT & AGE RESTRICTIONS

Please note that all our VR experiences are subject to a minimum height restriction:

- VR Zone, 1.35 metres.
- VR Rabbids, 1.10 metres.

Parental supervision is required for all children aged 14 years or under. We reserve the right to refuse use at our absolute discretion.

## MOTION SICKNESS

People who are prone to motion sickness may experience discomfort when using VR games.

## MEDICAL CONDITIONS

If you have a preexisting medical condition, or any condition, or injury, you should consult with a doctor before using any VR games. We do not recommend that you use VR experiences if you are:

- Pregnant
- Are at risk of seizures triggered by flashing lights or patterns
- Suffer from a heart condition
- Claustrophobic
- Prone to panic attacks

Guests under the influence of alcohol and/or drugs are not permitted to use any VR Experiences.

## Use

You must discontinue use if you experience any of the following symptoms whilst playing:

- Dizziness
- Altered vision
- Eye or muscle twitches
- Loss of awareness
- Disorientation
- Nausea
- Motion sickness
- Involuntary movement or convulsion
- Discomfort or pain

All users should take a break after each 30 minutes of use

Do NOT attempt to walk beyond the boundaries of the game as you may injure yourself by inadvertently bumping in to walls, other fixed objects or other users

### **Liability**

Bandai Namco Amusement Europe Limited (BNAE) accepts no liability for any undue harm that occurs from the use of VR games, other than that resulting from our own negligence.

## **Emergency Evacuation Procedures**

In the unlikely event that we would need to evacuate the building, staff are at hand to direct and assist all visitors to an area of safety.

Some of our venues are located above ground level and disabled access made via a passenger lift.

The use of passenger lifts during an emergency evacuation is not permitted and alternative egress forms part of the individual venues' evacuation plan.

Please consult with the management team at each venue prior to visiting to ensure that the evacuation plan covers your needs.

## **First Aid**

Unfortunately, accidents do happen from time to time, if someone in your group requires first aid assistance, please speak to any member of staff who will get a trained First Aider to them as quickly as possible.

We have defibrillator units available should they be required in the event of a suspected heart attack or cardiac arrest.

## **Allergens**

Our food and beverage staff are at hand to advise on allergens that may be contained in all food and drinks that we sell. Please make them aware of anyone in your group who has a food allergy before ordering.