

INFORMATION HANDBOOK

Schools & Groups



www.folly-farm.co.uk



info@folly-farm.co.uk



01834 812731



SA68 0XA



TABLE OF CONTENTS

| | |
|---|---|
| Introduction..... | 2 |
| How to find us | 3 |
| Legal requirements | 4 |
| Public liability insurance | 4 |
| Operational safety | 4 |
| Rides and attractions | 4 |
| Zoo & farm | 4 |
| Food & beverage..... | 4 |
| First aid..... | 4 |
| Emergency provisions | 4 |
| Park arrangements | 5 |
| Parking facilities..... | 5 |
| Admissions | 5 |
| Lockers | 5 |
| Disabled facilities..... | 5 |
| Welfare facilities..... | 5 |
| Eating areas..... | 5 |
| Lost Children | 5 |
| Height and age restrictions..... | 5 |
| Risk assessment | 6 |
| Slips, trips & falls..... | 6 |
| Using our rides | 6 |
| Animal enclosures..... | 6 |
| Play areas | 6 |
| Staff interaction..... | 6 |
| Exposure to chemicals and dangerous substances..... | 6 |
| Restricted areas..... | 6 |
| Lakes & ponds..... | 7 |
| Weather | 7 |
| Vehicles..... | 7 |
| Fire..... | 7 |
| Terrorism..... | 7 |



INTRODUCTION

Folly Farm is a popular destination for schools and various groups and organisations. It is quite common that before a visit takes place, trip organisers are required to carry out a site risk assessment to satisfy their health & safety criteria.

To help you with this process, this document contains helpful information along with the safety measures for managing potential risks that may be present on our site. The information stated in this document is an overview of our key health & safety arrangements and is by no means an exhaustive list.

We are more than happy to answer any further questions you may have regarding your visit and are always willing to accommodate or implement where possible, any additional safety measures you require.

Our office team will act as your main site contact prior to your visit. They can be contacted by phoning **01834 812731**. During your visit, if you have any requirements or problems please ask any member of staff if you can speak to the Duty Manager, who will be able to assist you.

If you require any further information or would like a **LARGE PRINT** version, please do not hesitate to contact us on **01834 812731** or email us at **info@folly-farm.co.uk**



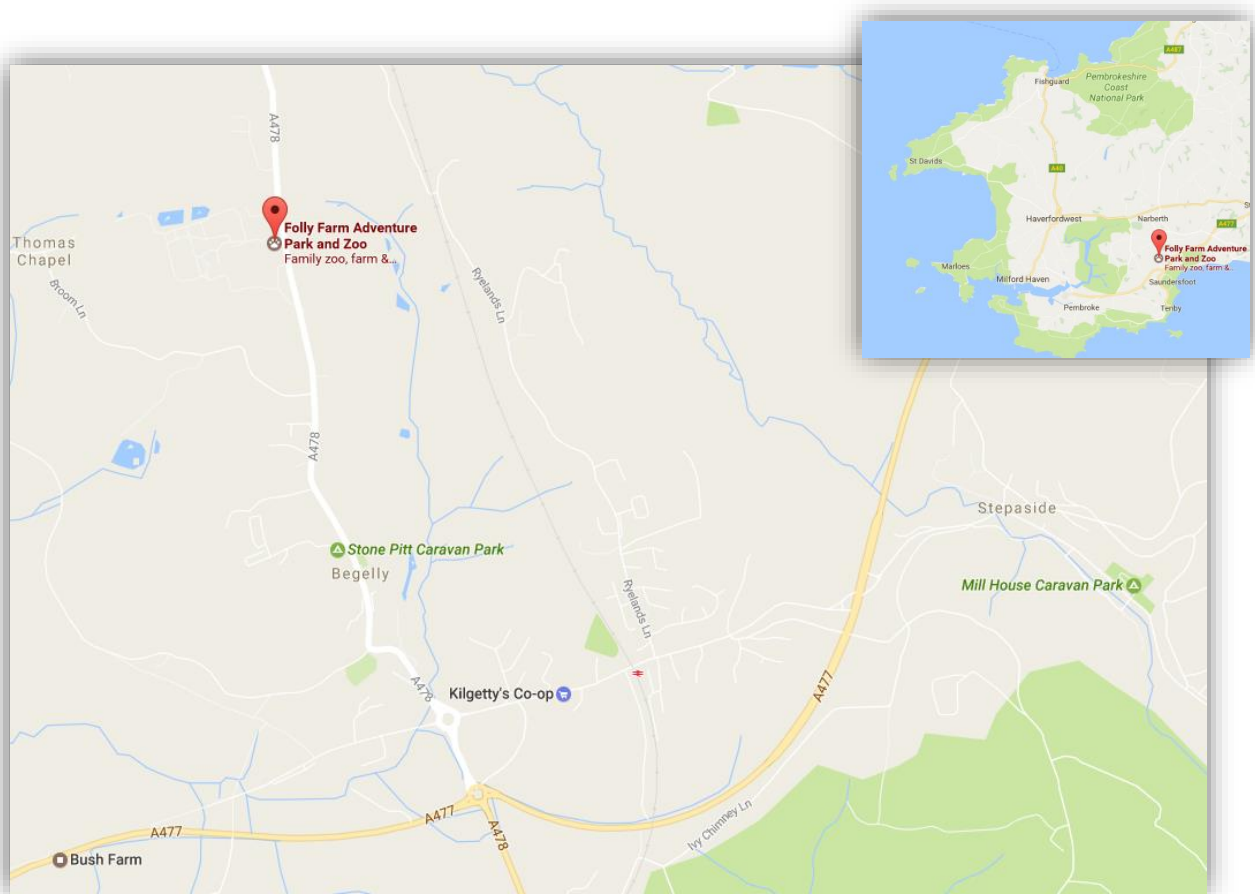
HOW TO FIND US

Folly Farm is located on the A478 Tenby to Narberth road (**SAT NAV: SA68 0XA**).

Our address is:

**Folly Farm,
Begelly,
Kilgetty,
Pembrokeshire,
SA68 0XA**

The park is easily accessible by car, bus and train. There is a bus stop on both sides of the road outside our main entrance which is part of the Tenby and Saundersfoot route. Visit the Pembrokeshire Council website for bus time tables (<http://www.pembrokeshire.gov.uk/>). There is also a main line train stop in Kilgetty which is just a short taxi ride away.





LEGAL REQUIREMENTS

PUBLIC LIABILITY INSURANCE

Folly Farm Leisure Ltd. holds public liability insurance to the amount of £10 million. The policy is held with QBE Insurance and is brokered through Gallagher Insurance Brokers. A copy of our public liability insurance certificate is available upon request.

OPERATIONAL SAFETY

At Folly Farm, we have a dedicated Health & Safety management team that hold regular meetings with department managers. The safety of our visitors, staff and animals are our top priority and we have developed a comprehensive health & safety management system which is communicated to all employees. All staff across the park have received thorough in-house training and where possible, external training delivered by accredited training providers. All of our training detail best practice in accordance to multiple HSE publications. All activities, work processes, rides and animals have been risk assessed to control any hazards that might be present.

RIDES AND ATTRACTIONS

We are members of **BALPPA** (*British Association of Leisure Parks, Piers and Attractions*). Working to the HSE's **HSG175** (*Fairgrounds and amusement parks: guidance on safe practice*) all of our rides are subjected to thorough daily, weekly & monthly inspection programmes conducted by our engineering team. Furthermore, we are part of **ADIPS** (*UK Amusement Device Inspection Scheme*) and as such, each ride is subjected to an annual inspection by an independent registered inspection body. All of our play areas are checked daily and are annually inspected by an independent body who are **RPII** registered (*Register of play inspectors international*).

ZOO & FARM

We are members of **BIAZA** (*British & Irish Association of Zoos & Aquariums*) and **EAZA** (*European Association of Zoos & Aquaria*). Under the Zoo Licensing Act 1981, like other UK zoos, we are subjected to routine inspections to demonstrate we adhere to guidelines regarding animal husbandry and safely manage the interaction between our animals and visitors. A copy of our Zoo licence is available upon request.

FOOD & BEVERAGE

Each of our catering outlets complies with the necessary food safety legislation and are inspected by our local Environmental Health Department. We have a **five star rating** across all outlets awarded by the Food Standards Agency. In compliance with the EU Food Information for Consumers Regulation 2014, allergen information is readily available and also comply to 'Natasha's Law' where all prepacked food items (PPDS) are allergen labelled.

FIRST AID

We always have at least two trained first aiders on duty and have a dedicated first aid treatment room. If you require any first aid during your visit, contact any member of staff who will then call for a first aider. A defibrillator is located in the Fairground next to the Sidestall games. Our nearest hospital is Withybush General. Directions can be obtained from our admissions desk.

EMERGENCY PROVISIONS

As part of our health & safety management system we work with the local emergency services to develop detailed emergency plans covering a range of scenarios which are each rehearsed at least twice a year. All of our fire extinguishers, fire alarm systems, emergency lighting and other emergency equipment are all inspected by externally qualified technicians and in-house competent persons.



PARK ARRANGEMENTS

PARKING FACILITIES

There are ample car parking spaces available. The car park will be manned during the morning. Coaches are directed to a designated coach parking area. We have an overflow car park across the road where traffic will be diverted during busy periods. Please follow all directions given by our car parking staff.

ADMISSIONS

If arriving via bus or coach, the organiser will usually pay for the group at **Park Admissions** whilst the party remains on the coach. Depending on the time of year, your group may be permitted to enter the park via the coach parking area. Please follow the instructions from our staff. Lost child wristbands will be issued to the organiser.

LOCKERS

We do not have conventional lockers on park or a left luggage area, but we have a limited number of wooden huts where school bags can be left during the visit and there is a dedicated section of our **Indoor Picnic Area** for school bags. Please note that these areas are unsupervised and unsecured areas. Any items stored here are done so at your own risk. Staff at the admissions desk may be able to assist if you have high-value items you require storing.

DISABLED FACILITIES

We are proud to be disabled friendly and offer a fully equipped **Changing Places** facility. Please see a copy of our **Access Statement** which is available on our website for extensive details on our disabled facilities.

WELFARE FACILITIES

We have several toilet blocks situated around the park and are located on our park map. Each block is routinely cleaned, and a copy of all cleaning records is on display at each area. Located in the Funfair is a dedicated parent & child toilet with space wide enough for a double buggy and next door is a baby changing room.

EATING AREAS

We have a range of catering outlets serving a variety of hot and cold meal options. Picnics are permitted but we ask that these are consumed outside where there is ample seating available. If the weather is unsuitable on your visit, we have an **Indoor Picnic Area** which is marked on the map.

LOST CHILDREN

Children are provided with wristbands for parents or guardians to write their phone numbers on if they become separated from you. If we are unable to contact a guardian, lost children will be taken to the **Gift Shop** (by Admissions). If you have lost a child, please inform any member of staff, who will be able to contact the Duty Manager who will in turn initiate a full park search, including locking down the exit points from the park.

HEIGHT AND AGE RESTRICTIONS

A select number of our rides and attractions are subjected to height or age restrictions. Information about any restrictions is clearly marked by each attraction or ride. Some activities may not be suitable for all age groups or persons suffering from certain medical conditions. Please follow the instructions from our staff at all times.



RISK ASSESSMENT

SLIPS, TRIPS & FALLS

We have reduced as far as reasonably practicable the number of stairs and steps throughout the park. On the few areas where these exist, we have ensured there is sufficient lighting in place or highlighted edges, handrails installed and ramps for wheelchairs or pushchairs. Any spillages are cleaned and highlighted with wet floor signage as soon as staff are made aware of them. Any wooden ramps have anti-slip composite strips fitted to them and have coated our wooden decking areas with anti-slip wood stain but care must still be taken in wet conditions. Guests are advised to wear appropriate footwear and take care when entering or exiting buildings and rides.

USING OUR RIDES

Some rides may not be suitable for guests with certain disabilities or medical conditions. Information is displayed at each ride and all safety instructions given by the staff must be adhered to. All rides are subjected to daily, weekly and monthly checks carried out by our qualified engineers in accordance with manufacture and HSE guidance. All of our staff running and maintaining our rides are thoroughly trained and regularly assessed performing their duties by our Operations Management team.

ANIMAL ENCLOSURES

All enclosures display safety information for the benefit of guests. Please abide by these signs and any instructions given to you by staff. Where necessary, double fencing has been erected. All fencing is chain linked to allow children to see through the barrier. Please don't sit children on the top of fences. Where required, electric fences are installed with signage in place.

PLAY AREAS

All of our play areas are unsupervised, however staff will monitor areas periodically throughout the day. Parents and guardians remain responsible for their children. Age restrictions apply to soft play areas in **Carousel Woods** and only in these areas must shoes be removed.

STAFF INTERACTION

All of our staff wear name badges and are receive a full safety induction and training to carry out their role. Staff that are likely to come into close contact with children undergo DBS checks where required.

EXPOSURE TO CHEMICALS AND DANGEROUS SUBSTANCES

The use of most high-risk chemicals takes place outside of normal opening hours. However cleaning chemicals may be in use throughout the day. All chemicals have been appropriately assessed in accordance to the Control of Substance Hazardous to Health (**COSHH**) regulations. Chemicals will not be left unattended by the member of staff using them.

RESTRICTED AREAS

Areas of the park which are off limits to the public, display the necessary signage. Access is prevented with the use of barriers, gates and padlocks.



LAKES & PONDS

We have several lakes and ponds situated around the park. The water can be deep in places and there is a risk of drowning. These risks have been controlled by adequate fencing around the water bodies and buoyancy aids are located in accessible places. Appropriate signage is in place.

WEATHER

Approximately 50% of the park is undercover, however some areas, specifically the zoo are largely exposed to the weather. We recommend all visitors plan their trip around the weather forecast and visit the outside areas of the park prior to any forecasted rainfall. Guests are advised to dress appropriately and according to the weather conditions and ensure they drink plenty of water or use sun cream during hot, sunny weather. Sun cream is available from the gift shop. In the winter months, you will benefit from our biomass heating system that provides warmth throughout our buildings.

VEHICLES

When the park is open to the public we may have a limited number of vehicles operating on site. Larger vehicles are prohibited unless absolutely necessary and under escort. Our vehicles are subjected to strict safety controls such as movement alarms, mechanical speed limiters and thorough and strict enforcement of operator training. Drivers will always give way to pedestrians and adhere to our strict 5mph/very slow walking pace speed limit.

FIRE

If the fire alarm goes off in one of our buildings, we will immediately check to make sure it is not a false alarm or malfunction. During this quick investigation, we will silence the alarms. All of our staff have been trained to remain vigilant in these circumstances. If there is a genuine fire, the alarms will sound for a second time, at which point our staff will begin evacuation procedures. Please follow all instructions given to you by our staff. Our managers and supervisory team will be sweeping all areas of the park and will help any vulnerable persons to evacuate. We have numerous fire extinguishers situated around the site and staff are trained in their safe and correct use.

TERRORISM

We have procedures in place to recognise suspicious packages and behaviour and conduct drills to ensure staff remain vigilant and aware. In the very unlikely event of a marauding attack, we recommend following the official guidance:

RUN – If there is a safe route, run. Insist others go with you but don't let them slow you down. Follow our staff, who know the layout of the park and escape routes.

HIDE – If you can't run, hide. If there is gunfire, find appropriate cover. Ideally get inside a building and close/barricade the door. Turn off your phone. Don't do anything that could give away your hiding place.

TELL – If you can, dial 999 when you are safe.

WAIT – Wherever you're hiding, stay there and wait unless your position has been compromised.

Park map

In line with our ongoing conservation initiatives we will no longer be issuing paper guides. Please take a photo of this map with your smartphone. Thank you for your understanding.

Barn

Barn
Sheep
Poultry
Farmer Glyn's Farmhouse
Farming Play Equipment
Miniature ponies
Donkeys
Goats
Pigs
Ferrets
Owls

Farm
Sheep
Donkeys
Alpacas
Land Train Platform
The Piggery
Red Deer
Goats
Miniature ponies
Chicken City
Turkey Town
Rabbit Ranch
Duck Den

With access to the underpass for the Land Train and piggery

Land Train ride
All aboard! You'll love this free tour around our rare breed paddocks on our tractor and trailer ride. Please see the blackboard in the Jolly Barn for today's timetable.

Fairground

Vintage Fairground rides including:
Golden Gallopers
Coronation Speedway
Cakewalk
Dodgems
Ghost Train
Chair-o-planes
Waltzers





With access to
Wurlitzer Organ
Indoor picnic area
Carousel Woods Indoor Play
Carousel Cafe
Candy Shop
Carousel Woods Burger Bar
Special Parents Centre for baby feeding/changing
Changing Places toilet facilities

Play

Pirate Adventure Play
Sand Pit
Pedal Tractors
Sand Diggers
Destruction Playground
Outdoor Adventure Play
Asian Adventure Play area
Carousel Woods Indoor Play
Pembrokeshire Wheel
The Paratrooper
Tractor Country
Go-karts
The Big Dig (mini diggers)

Some attractions are subject to an additional extra charge

Map key

- 
Restaurant
- 
Food and drink
- 
Candy Shop
- 
The Dairy Shed
- 
Carousel Woods Burger Bar
- 
Indoor picnic area
- 
Zoo talks played throughout the day
- 
Gift shop
- 
Toilets including disabled WC and baby changing
- 
Certified 'Changing Places' location
- 
Free Cash point
- 
First Aid

Please note that our food outlets are subject to seasonal opening variations. During quiet periods, rides may be operated on rotation.

Map design: hushhushdesign.co.uk