



# Visiting The Playbarn

## Risk Assessment and Accessibility Guidance for Schools, Nurseries and Groups 2026

### Welcome to Blackpool Zoo Playbarn!

We're delighted you have chosen Blackpool Zoo Playbarn for your school, nursery or group visit. It is a huge three level play area with giant slides, ball cannons, ball showers, multi-level play opportunities and dedicated toddler & baby areas.

This document offers essential guidance, and we highly recommend that group leaders conduct a preliminary visit to complete their risk assessments. To assist with this, we invite you to come take a look around our facility. Please contact us on 01253 830809 for further details.

### Supervision Guidelines

- **Supervision of Children:** All children must be supervised at all times. Please adhere to your local council's ratio guidelines for adult-to-child supervision. For further details, refer to guidance from the Department for Education.

### Visitor Code of Conduct

We are pleased to provide this facility and whilst we have attempted to make it as safe as possible, the very nature of children's activity means that accidents can occasionally occur. We therefore cannot accept any responsibility for injury or damage to children or clothing whilst using the play area.

- Smoking or the use of e-cigarettes is not allowed in the Playbarn.
- No food, drink or chewing gum on the playframe.
- No glassware.
- Shoes *must* be removed before entering the playframe.
- Socks *must* be always worn.
- Arms and legs should be covered.
- All jewellery, badges and any sharp objects are to be removed.
- Children who are unwell should not use the play equipment.
- All personal belongings should be left with parents / guardians.
- Children who wear glasses should take particular care.
- No liability will be accepted for any losses, damages, or theft.
- Children *must* be under 150cm to use these facilities.

# Risk Assessment Guidelines

This section outlines risk assessment guidance for various aspects of your visit:

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## 1. Lost Children

Entrance and exit into The Playbarn is via a locked gate controlled only by the admissions staff.

### Your Responsibilities:

- Designate meeting points and inform children to approach zoo staff if lost

### Playbarn / Zoo Responsibilities:

- Staff are trained in procedures for reuniting lost children with their groups
  - Staff will not allow any child out without adult supervision
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## 2. Lost Property

### Your Responsibilities:

- Label all belongings. Report lost items to the admissions desk.

### Playbarn / Zoo Responsibilities:

- Lost property will be logged and stored at the Visitor Services Hub located in the Main Zoo Entrance for collection
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## 3. Play Equipment

### Your Responsibilities:

- Full supervision is required. Follow signage for age-appropriate use of the different areas
- Always adhere to the visitor code of conduct or “Rules of Play”

### Playbarn / Zoo Responsibilities:

- Daily, weekly, monthly safety checks are conducted to ensure safety. Annual independent safety checks are also carried out by an accredited inspection body
  - Any repairs are carried out to the relevant industry standards
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#### 4. Coin-Operated Rides

##### **Your Responsibilities:**

- Full supervision is required. Follow signage for age-appropriate use

##### **Playbarn / Zoo Responsibilities:**

- Regular maintenance checks are conducted to ensure safety.
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#### 5. Escaped Animal Protocol

The Playbarn is located on the site of Blackpool Zoo therefore measures are in place should an animal escape.

##### **Your Responsibilities:**

- Always follow instructions from members of staff

##### **Playbarn / Zoo Responsibilities:**

- Staff will follow animal escape procedures and ensure visitor safety
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#### 6. Fire Procedures

##### **Your Responsibilities:**

- Report any fire immediately and move to a safe, open area

##### **Playbarn / Zoo Responsibilities:**

- Staff are trained in fire safety and will direct visitors
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#### 7. Medical Assistance

##### **Your Responsibilities:**

- Schools and groups are responsible for minor first aid

##### **Playbarn / Zoo Responsibilities:**

- First aiders are available and can call emergency services if required

## 8. Eating Arrangements

### Your Responsibilities:

- Supervise children during mealtimes.
- Items left unattended are left at your own risk

### Playbarn / Zoo Responsibilities:

- The Playbarn café adheres to health and safety guidelines and provides allergen information on request
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## 9. Face Painting

Occasionally additional activities are available to guests in the Playbarn.

### Your Responsibilities:

- Children with skin conditions should refrain from face painting

### Playbarn / Zoo Responsibilities:

- Hypoallergenic face paints are used, and all necessary safety measures are in place
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## 10. Zoo Vehicles

### Your Responsibilities:

- Supervise children and prevent any contact with zoo vehicles in or around the car park.

### Playbarn / Zoo Responsibilities:

- Only fully trained staff operate vehicles, adhering to speed limits on-site.
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## Accessibility at Blackpool Zoo

At Blackpool Zoo, we are committed to ensuring that every visitor enjoys their experience. Below is essential information and resources to help schools and groups with accessibility needs.

### Contact Us

For more accessibility information, please email [play.barn@blackpoolzoo.org.uk](mailto:play.barn@blackpoolzoo.org.uk) or call us at 01253 830809.

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### Planning Your Visit

#### Operating Hours

The Playbarn's opening hours are as follows

- October - March - 09:30 - 16:45
- April - September - 09:30 - 17:45

Please visit <https://www.blackpoolzoo.org.uk/what-we-have/experiences/playbarn> for the latest updates on opening times, and early closures

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### Transportation

#### Parking

Blackpool Zoo provides **14 accessible parking spaces** and **30 reserved spaces**. These often fill up quickly on summer weekends and busy days, so early arrival is recommended.

#### Public Transport

There is a bus stop near the zoo's main entrance for convenient access via public transport.

#### Taxis and Group Transport

We recommend pickups and drop-offs outside Blackpool Zoo Playbarn's main entrance.

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### Toilets and Changing Facilities

#### Accessible Toilets

An accessible toilet is available in the Playbarn.

#### Baby Changing Facilities

Changing tables are available in each of our toilets.

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## Visitors with Children

- **Children's Meals:** Available at the Playbarn. A microwave oven is provided for warming food
- **Breastfeeding:** Breastfeeding is welcome throughout. If you prefer a private area, please speak to a staff member
- **Allergy Awareness:** Our staff are trained in allergens and allergy information is available upon request

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## Visitors Who Are Deaf or Hard of Hearing

### Hearing Loops

- A hearing loop is available inside The Playbarn

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## Visitors Who Are Blind or Have Low Vision

### Assistance Dogs

Assistance Dogs are allowed in The Playbarn.

Due to animal health restrictions, assistance dogs are not allowed in the main zoo. However, assistance dogs can be looked after by a staff member, with prior arrangement should your day also include a zoo visit.

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## Visitors Who Are Neurodivergent or Sensory-Sensitive

- **Quiet Days:** Mondays to Fridays tend to be quieter.
- **Sensory Elements:** Loud noises, flashing lights, or overwhelming stimuli are common within The Playbarn due to the nature of the play environment

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## First Aid and Assistance

If you need assistance or first aid during your visit, make yourself know to the team inside. Any staff member wearing a uniform with the Blackpool Zoo logo can also assist you.

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For further information or any specific inquiries, please don't hesitate to contact us at 01253 830809.

We look forward to welcoming you and ensuring a safe, and memorable visit to The Playbarn!