About The Hole in Wand	
Visit the World's Most Magical Golf Course in York's Coppergate Shopping Centre in York, and take on 9 magical golf holes. Along the way there will be bubbling cauldrons, magical portals, a giant picture frame where you become part of the painting…and can you do a Light Spell to illuminate the way in our dark hole? This experience is fun for all.	
Legal requirements and attraction information	
Public Liability	We have a minimum of £5 million Public Liability Insurance
Local Enforcement Agency	The Hole in Wand York is enforced by the Local Health and Safety Executive, York Council and the Environmental Health Department.
Food Safety and Hygiene	We operate a tavern selling snacks, all staff had had the relevant training and procedures in line with local authority and legal requirements. The drinks have all had the necessary standard checks.
Attraction Staff / Staff identification	All attraction staff wear uniforms and name badges.
Security	The attraction has an incident management team who are able to deal with minor security issues on site. The team is also trained to deal with emergency incidents that may arise.
Risk assessment	
Vehicle traffic	Due to the location there is no vehicle access to the main entrance of the building, vehicle access is at the rear but this would only be used in an emergency.

Weather protection / Sun safety	The attraction is indoors so weather protection is not required. The only exception is where groups may be asked to queue outside to gain entrance to the attraction.
Water	N/A
Slips/ Trips/ Falls	The following hazards should be noted: • Trips caused by looking in the display and not at the floor • Wet flooring • Steps and stairs
High level areas	Supervision is required.
Strobe lighting	N/A
Reduced lighting	Care should be taken due to reduced lighting in some areas of the attraction.
Enclosed spaces	Hole 6 is in an enclosed space but can be by past if needed.
Attraction specific risk	All safety instructions must be obeyed
Door entrapment	Beware of closing doors on fingers etc
Rides	N/A
Soft play areas / Play equipment	N/A
Attraction arrangements	
Parking	This is available at the Coppergate Centre, the nearest coach park is St Georges' Field.
First aid	The Hole in Wand has First Aid facilities which are operated by a team of qualified first aiders. First aiders are trained to deal with all minor injuries on site. Nearest hospital: York General Hospital.
Emergency planning	The Hole in Wand has a contingency plan in the event of an emergency. The emergency plan covers incidents such as: Fire, Bomb, Ride/Attraction Disaster. The emergency plan has been developed in conjunction with the local emergency services who have regular meetings regarding emergency procedures.
Fire safety	The Hole in Wand site is covered by a sophisticated fire danger management system (fire alarm) and portable fire extinguisher equipment in all areas. All such systems are inspected and maintained to the highest standards and are

	subject to regular audit inspections by the licensing authorities. All fire systems are regularly maintained and serviced in line with a scheduled Planned Preventative Maintenance system (PPM). A comprehensive Fire Safety Manual exists, covering all aspects of fire safety with concentrated provision for staff training. Practice fire safety evacuation drills are undertaken by MT staff on a regular basis. During public access hours trained competent staff are on duty in all areas covering as fire marshals in the event of an emergency arising
Wheelchair access	Due to the nature of the building wheelchair access is only available on the ground floor. There is no lift on site or access to the upper floor. Facilities are also on the ground floor.
Lost children	Please report to member of staff
Unruly children	Staff will instruct children to behave where necessary.
Age / height restrictions	The minimum age restriction for children to enter the attraction without an adult is 16; any child 15 and under must be accompanied by someone over the age of 18.
Lockers / storage facilities	There are no lockers or storage facilities at our attraction. All bags must accompany customers at all times due to security reasons.
Eating facilities	Space is limited but if pre-booked we maybe able to offer indoor eating area, should the weather allow a small amount of outdoor seating is available.
Welfare facilities	We have an access toilet located on the ground floor in the tavern area.
Additional costs	There is a retail outlet and picture booth where additional funds may be appropriate.
Attraction signposting	The Hole in Wand is a free flow attraction with a single route to take you through each hole of golf. We would therefore recommend splitting and exploring in smaller groups with assigned meeting points at certain times. Please note: Once your class has entered the attraction you will not be able to leave and then re-enter.

The purpose of this document is to enable schools / groups to use the information provided for the development of visit risk assessments in order to satisfy the obligations placed by the Health and Safety at Work Act and the Management of Health and

Safety at Work Regulations. The above hazards have been identified as being inherent to this attraction. The Hole in Wand does not accept liability for any omissions to this list. Control measures indicated are recommendations only and must be adapted / amended by group organisers. Please ensure adequate supervisors are appointed for the number in your group.