



A Guide to Ride Safety at
THORPE PARK Resort



PROTECTING THE MAGIC

THORPE PARK Resort is part of the Merlin Entertainments Group, Europe's leading and one of the world's largest visitor attraction operators. Merlin's team is behind some of the best-known names in global leisure, including LEGOLAND Parks, SEA LIFE aquariums and iconic UK landmarks including The London Eye, Blackpool Tower and Warwick Castle.

Whilst our passion is putting smiles on people's faces, our primary goal is delivering safe and memorable experiences to our guests.

Health, safety and security is our number one priority. We have a dedicated programme to uphold a positive and proactive safety culture. It's called **'Protecting the Magic'**.

There are three key areas which are instrumental in ensuring the health, safety and wellbeing of everyone who visits THORPE PARK Resort. These are:

- Training & Instruction
- Engineering Expertise & Ride Technology
- Ride Maintenance

To do this we have six strategic initiatives, which can be found on the next page.



The Six Strategic Initiatives cover...





TRAINING AND INSTRUCTION

Training and instruction is at the heart of our approach to safety. Our ride operators and hosts complete extensive training and assessments before they can work on our rides and attractions.



DID YOU KNOW?

1. Our ride operators go through hundreds of hours of supervised training before they can operate our rides and take regular courses to refresh knowledge throughout the year.
2. Managers at our attractions participate in safety leadership courses to equip them with the right skills and knowledge to help oversee safety standards correctly and effectively





ENGINEERING EXPERTISE & RIDE TECHNOLOGY

THORPE PARK Resort has an extensive team of engineers who keep our rides and attractions running safely. They are highly trained in all mechanical and electrical ride systems. Each engineer undergoes ride-specific training and their individual performance is continually assessed through performance monitoring and auditing.



DID YOU KNOW?

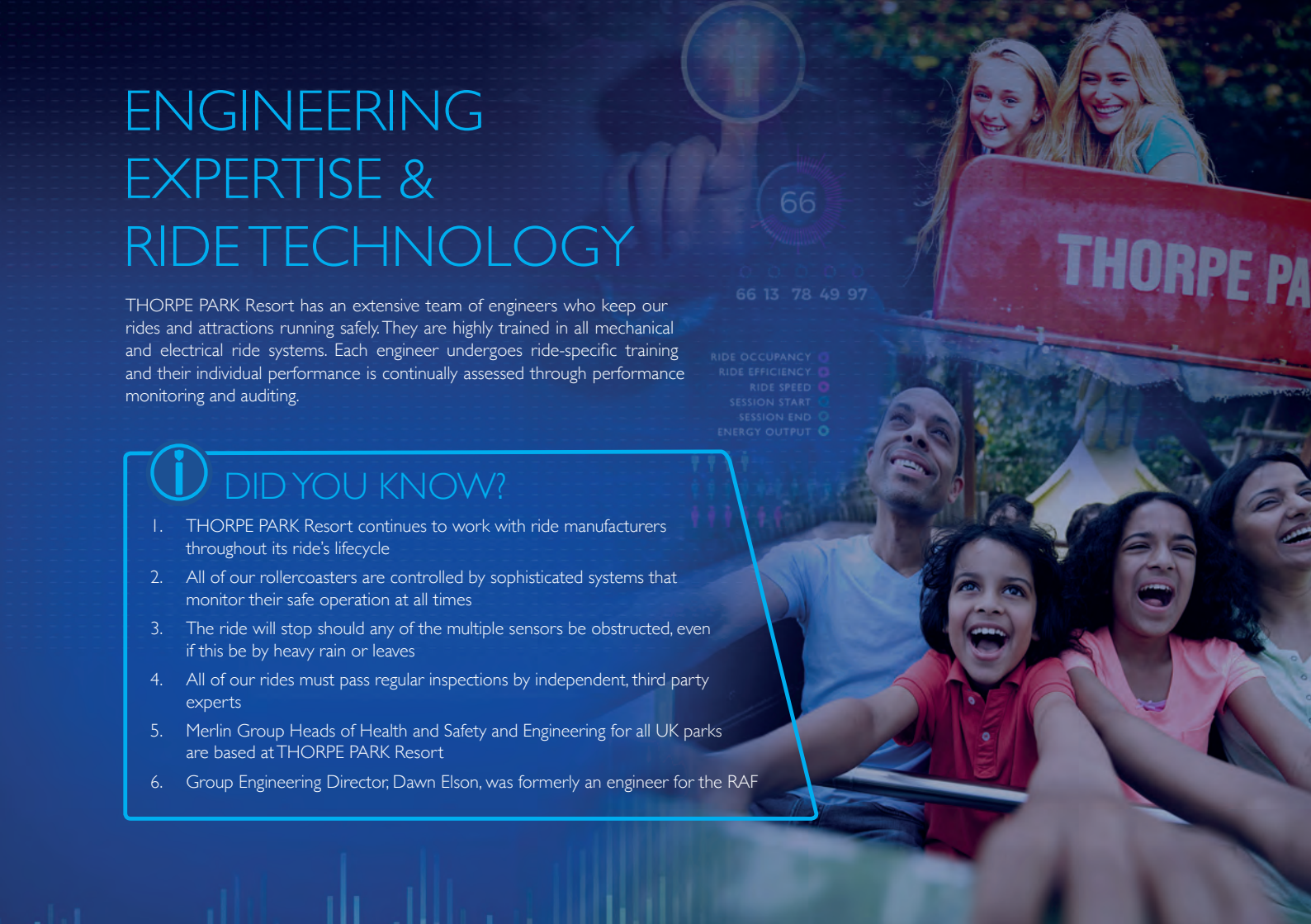
1. THORPE PARK Resort continues to work with ride manufacturers throughout its ride's lifecycle
2. All of our rollercoasters are controlled by sophisticated systems that monitor their safe operation at all times
3. The ride will stop should any of the multiple sensors be obstructed, even if this be by heavy rain or leaves
4. All of our rides must pass regular inspections by independent, third party experts
5. Merlin Group Heads of Health and Safety and Engineering for all UK parks are based at THORPE PARK Resort
6. Group Engineering Director, Dawn Elson, was formerly an engineer for the RAF

RIDE OCCUPANCY ○
RIDE EFFICIENCY ○
RIDE SPEED ○
SESSION START ○
SESSION END ○
ENERGY OUTPUT ○

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RIDE MAINTENANCE AND INSPECTIONS

THORPE PARK Resort's rides are kept running safely as a result of our rigorous approach to safety. Key to this are our highly trained engineers.

Extensive maintenance and inspection arrangements are in place across all of our rides and attractions and these typically comprise of a full range of daily, weekly, monthly and annual engineering activities.



DID YOU KNOW?

1. It takes at least 8 man hours to get one of our big coasters ready for opening every morning – that's 40 hours to get our flagship five coasters ready every single day. That's over 8,000 hours of inspection time
2. In its 38 year history, THORPE PARK Resort has delivered over 65 million rides and entertained over 46 million visitors
3. Every year, all of our rides must pass a thorough inspection by an independently certified Ride Inspection Body under the Amusement Device Inspection Procedures Scheme (ADIPS)
4. Since THE SWARM opened in 2012 it has flown over 325,000 times and had over 8 million riders





WHY RIDES STOP

The four most common reasons why rides stop are:



1 Guests using cameras, Go Pros and mobile phones during rides.



2 Guest illness



3 Lost property within a ride area



4 Weather conditions

SAFETY NEVER ENDS

Safety will always remain a top priority for THORPE PARK Resort and we're proud of the systems and procedures we have in place across our business and of the huge team of people who care about keeping our guests safe.

We appreciate that we can never take safety for granted or become complacent in this area. That's why we're continually working to identify and deliver new ideas for improving safety and reducing risk for our guests and people.

Our engineers complete daily inspections for the safety-critical elements of each ride. These include inspecting passenger restraint systems, brakes and emergency devices. Only once these inspections are completed is a ride passed as safe for use by our ride operations teams. And if we are not content, we will not put the ride into operation which is why all our rides are subject to availability on the day of our visit. We always advertise planned closures.

For more information, visit our dedicated website www.protectingthemagic.com or find out more about THORPE PARK Resort at www.thorpepark.com from school trips to park offering and services.





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www.thorpepark.com www.protectingthemagic.com