



With over 29 years' experience and more than 2,000 school groups attending each year, Cadbury World offers a unique experience that gives a fascinating insight into the rich heritage of the nation's favourite chocolate brand.

Potential hazard	People at risk	Existing controls	Further action required by Schools/Groups
General	Students	Teachers, lecturers or accompanying adults are responsible for the care of students at all times.	Cadbury World education and attraction staff are facilitators only. Staff/ accompanying adults to be made aware of their responsibilities.
Car park	Students & Staff	Private car park. Coach drop-off & pick-up points. Coach car park at rear of site. Private roads to cross using pedestrian crossing.	Head counts. Designated group leaders. Divide into groups. Clear instructions to stay with group leader.
Vehicles	Students & Staff	Footpaths, crossings, signposting.	Instruct students to be vigilant when walking along & across the roads and car parks.
Trip & Slip	Students & Staff	Staff must instruct students not to run or engage in horseplay during visit. Signage in place. Anti-slip flooring present in certain areas.	Stay on designated pathways. Wear suitable footwear and clothing for your visit. Respect others personal space.
Stairs	Students & Staff	Handrails available on all stairs and ramps. Signage present advising to hold the handrails. Anti-slip flooring on internal staircases.	Instruct students to hold handrail on stairs. No running on the stairs.
Reduced/Strobe Lighting	Students & Staff	Reduced lighting in the Aztec Jungle area, Bull Street shows and the 4D Chocolate Adventure cinema. Some strobe lighting found in the 4D Chocolate Adventure cinema and Cadabra ride.	Advise students with any light sensitivity of these areas and possibly avoid them. Be vigilant in areas of low light for changes in floor level.
Motion seats in the "Making Chocolate Story" and 4D Chocolate Adventure cinema.	Students & Staff	Static seats available for those with mobility issues, back pain or those who are pregnant. Wheelchair spaces available.	Discuss any mobility issues with your students. Speak to staff when arriving in these areas, as they will be able to support you further.

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Members of Public coming in contact with group	Students	Students kept in groups. Teaching staff with groups at all times.	Teachers and students aware that they are in a public place.
Behaviour of students	Students & Staff	Accompanying adults are in charge of the group. Staff at Cadbury World are not responsible for students behaviour.	All adults with group have prior knowledge of students and a register.
Weather	Students & Staff	Areas of Cadbury World are located outside the main exhibition. Visitors should bring suitable clothing.	Staff should inform students in advance of the visit to bring suitable clothing.
Lost Persons	Students	Staff must remain with groups at all times. Sign posts. Staff available throughout the site. Radio communication throughout the site.	Conduct head counts regularly. Instruct students to stay with their group. Stay in pairs and never wander off alone. Suggested meeting spot is reception in the main entrance (near the shop).
Fainting, injury & illness	Students & Staff	Trained first aiders on site. First aid room. First aid boxes at key locations throughout the site. Staff member or nominated person to stay with sick/injured student.	Instruct students to eat breakfast to avoid fainting. Students to bring water.
Water	Students & Staff	Water feature in Aztec Jungle roped off. Hand-washing stations in the Have-a-Go zone.	Be aware of any spillages in these areas. Inform staff if you notice any spillages. Take note of any "Wet Floor" signs.
Outdoor Play Area	Students	Signage on entrance of play areas outlining which age groups each area is suitable for. One play area is suitable for wheelchair users.	Teachers and students aware that they may be sharing the play areas with other schools. Inform students of proper behaviour when using the play area.
Fire	Students & Staff	Comprehensive evacuation procedures in place. All staff trained to support visitors in safely exiting the attraction. Designated assembly points.	Follow the instructions of Cadbury World staff. Staff to remain with students at all times and bring a register. Do not re-enter the building until Cadbury World staff have given the all clear and they will escort your group back into the attraction.

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Allergens	Students & Staff	<p>All chocolate bars will be handed to the lead teacher. None of the sample bars contain nuts but may contain traces of nuts due to the manufacturing process.</p> <p>Students will be given a pot of melted Cadbury Dairy milk with their chosen toppings. Allergen information is available at the counter and staff are trained to support most allergen requests.</p>	<p>If the chocolate bar samples are unsuitable for a student, please take their samples to reception who will issue a voucher which can be used in The World's Biggest Cadbury Shop to purchase alternative items.</p> <p>If the student has any specific allergies; please speak to the staff serving the melted chocolate pots who will be able to make recommendations on what is suitable for that dietary need and take any necessary precautions.</p>
Chocolate	Students & Staff	<p>Chocolate making staff trained to instruct visitors on how to safely undertake the activities.</p> <p>Signs around the Have-a-Go zone and demonstration areas informing visitors not to eat the demonstration chocolate.</p> <p>Hand washing areas available in Have-a-Go zone.</p>	<p>Remind students to follow the instructions of the Cadbury World staff.</p> <p>Supervise students in these areas and encourage them to take note of the information signs in the areas.</p> <p>If students have allergies to chocolate/dairy, discuss this with them prior to the visit. The Have-a-Go zone allows visitors to interact with chocolate with the guidance of our chocolatiers, this may not be suitable for children with severe chocolate/dairy allergies.</p>
Lunch areas	Students & Staff	<p>Covered marquees and picnic tables available for use by visitors.</p>	<p>Please be aware that our lunch areas are not bookable and may have to be shared with other visitors/schools.</p>
Photos	Students	<p>There are two photo opportunities at Cadbury World; the Green Screen and the Cadabra ride. The Green Screen is an optional area and can be easily avoided if necessary. The Cadabra ride takes a photo of visitors during the ride; if the photo is deemed offensive or inappropriate, it will be deleted before visitors exit the ride.</p> <p>Visitors have the opportunity to view or purchase any photos before they enter the Chocolate Making area.</p>	<p>If your group has any concerns about photography during their visit to Cadbury World; please contact us prior to your visit so we can try to accommodate any requests.</p>



“We’re Good To Go” is the official UK mark to signal that a Cadbury World has worked hard to follow Government and industry COVID-19 guidelines and has a process in place to maintain cleanliness and aid social distancing.

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A pre-booked visitor with COVID-19 symptoms	Students & Staff	Information is displayed on the website and on signage on arrival to Cadbury World about Covid-19 symptoms and those who are unwell must rebook for another date. All visitors and staff are temperature checked on arrival to Cadbury World and any presenting with a temperature above 37.8°C will be refused entry along with those in their party.	School are asked to follow local authority guidance in relation to travel advice and local lockdowns. Pupils who are showing Covid-19 symptoms or who are from a household with Covid-19 symptoms should not be allowed to attend the visit.
Visitor becoming unwell with COVID-19 symptoms whilst at Cadbury World.	Students & Staff	Cleaning and sanitisation has been increased for all areas of Cadbury World. Unwell persons should be isolated from other visitors in a safe area (if this is a pupil, this must be with an adult from the school party). The areas where the unwell person has been must then be deep cleaned to prevent further infection. (All visitors must provide contact details in case of test and trace procedures.)	Alert Cadbury World staff as soon as possible about unwell persons. The full list of possible Covid-19 symptoms is displayed on the World Health Organisation’s website here . If any member of a school bubble develops any of the symptoms in the list below, we will regrettably need to ask the whole bubble to leave our site. <ul style="list-style-type: none"> • shortness of breath or difficulty breathing • fatigue • muscle or body aches • headache • sore throat • congestion or runny nose • nausea or vomiting • diarrhoea • rash • confusion or dizziness
Getting or spreading COVID-19 through droplets (i.e. coughs, sneezing or speaking)	Students & Staff	All Cadbury World staff are required to wear a face covering, (with all staff trained on the appropriate way to wear & change these). Perspex screens have been introduced at all till points. Signage has been introduced to promote compliance with the laws to face coverings as they affect visitor attractions.	All visitors over 11 years old (without an exemption) must wear a face covering. For school groups, all staff must wear face coverings and pupils, where applicable. Schools are encouraged to check the government website (https:// www.gov.uk/ government/publications/ face-coverings-when-to-wear-one-andhow-to-make-your-own/face-coveringswhen-to-wear-one-and-how-to-makeyour-own) to ensure that their face covering is appropriate.

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Getting or spreading COVID-19 in common use areas with high visitor flow.	Students & Staff	<p>Visitor numbers have been reduced considerably to allow for 1 metre+ social distancing throughout the site.</p> <p>All bookings are to be made per bubble (so school groups should be booked per bubble).</p> <p>School groups will be allocated times for all their activities, including the tour, talk (if applicable), lunch and the 4D cinema to ensure that only a bubble group can enter together for each activity.</p> <p>Social distancing markers have been introduced throughout the site to remind visitors to keep a safe distance & a strict one way</p>	<p>Schools should remind pupils of social distancing guidelines.</p> <p>Schools should maintain 1 metre+ distancing from all other visitors whilst onsite at Cadbury World. If a group is arriving late to Cadbury World for their visit, they should inform staff as soon as possible so that appropriate contingency plans can be made for the groups.</p>
Getting or spreading COVID-19 by not washing hands	Students & Staff	<p>Hand wash facilities (including hot water, soap and hand drying facilities) are available throughout Cadbury World.</p> <p>Increased signage is in place throughout the site to remind visitors to keep washing and sanitizing their hands.</p> <p>Hand sanitization stations have been introduced throughout the site.</p> <p>Cleaning regimes have been increased with regular cleaning of frequent touch points, such as hand rails.</p> <p>Contactless payments are encouraged throughout. (catering areas do not accept cash)</p>	<p>Remind students of correct hand washing procedures and encourage them to sanitize their hands regularly during the visit.</p> <p>Remind all that if they wish to use the shop, contactless payments are encouraged, but hand washing/sanitization should also happen after using the shop — particularly for those paying with cash.</p>

Public Liability

Cadbury World public liability insurance is provided as part of the Mondelēz International global insurance arrangements and carries an indemnity of \$5 million provided by Aon UK Limited. Policy number: XUK0000317LI18A

First Aid

We have trained staff able to provide first aid treatment. If you require first aid, contact the nearest member of staff with as much detail about the injury/incident as possible so they can get you the assistance you require as quickly as possible. The main first aid room is located in reception with first aid equipment located throughout the site.

The nearest hospital with A&E is Queen Elizabeth Hospital which is 2.5 miles away, the contact number is 0121 627 2000.

Birmingham also has a paediatric emergency department located on the ground floor of Parsons House, Children's Hospital which is 4.9 miles away, the contact number is 0121 333 9510.

Cadbury World complies with the relevant health and safety statutory legislation including the Health and Safety at Work Act etc 1974 and the Management of Health and Safety at Work Regulations 1999.

CCTV

Cadbury World is covered by a network of CCTV cameras. Images are recorded to help ensure the safety of our visitors and staff.

Advice

If you would like more information or advice when planning your visit to Cadbury World, please contact the education team who will be happy to help.



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