

Code of Conduct:

The following safety measures are in place at Clevedon Pier:

- You are encouraged to carry out a free pre-visit recce to assess the site before bringing your group. Simply bring your confirmation letter to the Toll House to gain free admission.
- Information about the pier can be found at www.clevedonpier.com
- A member of staff or volunteer from Clevedon Pier will meet, welcome and give your group an introduction which includes information about orientation and safety on site.
 - School bags and coats can be stored in our Bell Room on the pierhead for the duration of the visit. Clevedon Pier cannot be held responsible for any damage or loss to any personal possessions during a visit.
- The Clevedon Pier Code of Conduct for all groups visiting is provided below. Please ensure that all pupils and adults in your group are familiar with this.

School group leaders are responsible for:

- Supervision of visiting groups' behaviour and the welfare of all group members. The designated school group leader should be aware of any specific medical needs and/or behavioural and emotional difficulties of group members.
- Informing the Bookings Team before your visit if there are pupils in your group with access and/or special educational needs.
- Ensuring all accompanying school adults are fully briefed on the content of the school's visit risk assessment prior to the visit.
 - Organising adequate First Aid cover and First Aid kits for your group. Please note that Clevedon does not offer First Aid cover.
- Complying with any additional instructions from the Trust's Duty Manager.

Access and Special Educational Needs information:

- Please note that some children can be unprepared for the gaps between the planks while walking on the pier. This may need further conversations prior to your visit.
- Clevedon Pier is mostly fully accessible - toilets are accessible by lift in the lower part of the pier by the Glass Box Restaurant. Wheelchair users cannot access the museum on the first floor of the Toll House.

Groups Code of Conduct:

To enable everyone to have the safest and most enjoyable visit to Clevedon Pier, we ask schools to ensure that pupils follow this simple code of conduct:

- Please remind pupils that Clevedon Pier is open to the public and at certain times of the day may be busy.
- Please be considerate of other visitors, treating them with respect and keeping noise within acceptable levels.
- Pupils must not stand on the benches or climb on barriers.
 - Pupils under the age of 13 must be supervised and within view at all times.

- We ask that food is not consumed on the Pier during the visit (except where pre-ordered from our kitchen as part of the visit).
- In line with our goal to minimise the environmental impact of litter we ask that nothing is dropped from the Pier. Bins are provided and we encourage groups to take their rubbish with them when they leave.
- Clevedon Pier reserves the right to ask schools whose pupils are being seriously disruptive to leave the site.
 - Groups will be liable for any malicious damage caused by their group members. Please note: All visitors come onto Clevedon Pier are advised to take particular care when warnings and signs are displayed. All minors must be supervised by adults and it is the responsibility of those adults to ensure appropriate care is taken by the minor (children aged 13 or under). Clevedon Pier shall only be responsible for any accident happening or injury suffered by its own negligence in accordance with English law. The Pier is not responsible for damage to or loss of any personal possessions whilst visiting Clevedon Pier.

Area of the pier	Identified Hazard	Existing Control Measures	Action required by school
Area in front of the pier	Main Road and nasty bend	Parking area outside is wider to enable coach drop off	Pupils should be accompanied by adults at all time Identify specific drop off and collection points
Pier Entrance	Pier Toll Shop entry is narrow and small	Groups will enter through the gate on the right hand (northern side) of the entry point.	Please ensure all pupils enter at the same time. Pupils should be accompanied by adults at all time. Pupils should be accompanied
Pier toilets	Spiral staircase below deck	A hand rail is provided and there is disabled access via a lift	Pupils below age 13 should be accompanied by an adult. We ask that no more than two pupils use the toilet at any one time
The pier	Planks may be slippy	All visitors are made aware that in wet conditions planks may be slippy.	Pupils are reminded to walk at all times and therefore no running at any time on the pier. Pupils should be accompanied by adults at all times.
	Acrophobia or vertigo	Not applicable	Please make all pupils aware of the drop and make parents aware in school risk assessment.

			<p>Keep all children close to the available staff.</p> <p>Ensure you a higher than usual ratio of staff for very young visitors.</p>
	Drop down to the sea	Seats around the side of the pier are not to be stood on at any time	Ensure all pupils are aware that all seats are to be sat upon and all pupils should be accompanied by adults at all times.
	Congestion of people/bags etc on narrow area	Use the Bell Room on the pierhead as a base, this will be available to the scholl for the duration of the visit.	Keep all large group discussions at either end of the pier - ensure that the pier is clear of any obstructions and large groups at all times. Pupils should be accompanied by adults at all times.
	Risk of getting high heels or unsuitable footwear caught in pier planks	Care to be taken in the Bell Room on the pierhead which is not suitable for narrow heels.	Pupils should be asked to wear suitable flat footwear for any visit to the Pier.
Viewing and observing from Pier	Standing on the Pier side benches Climbing on external barriers	Standing on the benches and climbing on barriers is strictly forbidden.	All teachers are to be made aware of this. Teachers are asked to explain to their pupils that it is forbidden and take immediate action if they see any pupil starting to climb or stand up.
	Risk of falling into Bristol Channel	Barriers and the arrangement of seats on the Pier mitigate risk	Please ensure everyone is made aware of this risk and that no one should stand on the benches or the barriers on the pier. Pupils should be accompanied by adults at all times. Pupils should be warned about this risk and properly supervised by the teachers.
Leaving the pier in an emergency	Fire or an emergency on the pier.	Follow Exit signs at the Toll House end of the pier. Fire Marshalls will indicate route.	All pupils must be accompanied by adults at all times - they should be walked to the Fire Evacuation Point (in front of the pier)

