



WOOKEY HOLE
CAVES + LEGENDS + ADVENTURE

RISK ASSESSMENT

Company:	Wookey Hole Ltd	Date of Assessment:	June 2026
Area / Location:	All public access areas.		
Description of work activity / process being assessed:	General health and safety information and controls in place at Wookey Hole for group/organised visits.		

Persons exposed:		Type of assessment:	
Employees	<input checked="" type="checkbox"/>	Initial	<input type="checkbox"/>
Contractors	<input type="checkbox"/>	Change in process / activity / legislation / following an accident etc	<input type="checkbox"/>
Visitors / Members of the public	<input checked="" type="checkbox"/>	Operational review	<input checked="" type="checkbox"/>

Hazards:	Control measures already in place:	Additional control measures required to reduce the risk:	Who will complete:	By when:	Date completed:
General Hazards <ul style="list-style-type: none">Slips, trips and falls.Signage.	<ul style="list-style-type: none">Daily inspections made by department managers to ensure there are no evident issues that could cause slips, trips or falls.Any issues are dealt with/corrected as soon as possible.Any issues unable to be dealt with immediately, dependant on severity, will be cordoned off, suitable signage provided and/or verbal instructions given to group organisers to warn of potential problems.All warning signage will be maintained throughout the site.Signage will be checked daily by Cave and Mill guides and department managers during their daily checks and recorded accordingly.Group organisers should familiarise themselves with the potential dangers and hazards throughout the site.				

	<ul style="list-style-type: none"> • Cave staff will reiterate to visitors the height restrictions in the caves and the floor level conditions. 				
Arriving / Car Park <ul style="list-style-type: none"> • Being struck by vehicles • Children becoming split from the group 	<ul style="list-style-type: none"> • Coach parking in the specific coach area in the main car park. • The correct ratio of supervisors to children must be maintained. • Group organisers are responsible for ensuring a correct head count of children when disembarking/embarking the coach. • Group organisers are responsible for ensuring children remain together as a group when crossing the car park and entering and exiting the park. • Group organisers are responsible for the safety of the children when crossing the car park to and from the park entrance. 				
Water hazards <ul style="list-style-type: none"> • Unauthorised swimming. • Water safety information signage. • Falls from height into water. • Entanglement in foliage. • Risk of drowning. 	<ul style="list-style-type: none"> • Appropriate levels of management and / or supervisory staff are available. • There is a robust maintenance / grounds maintenance process in place; documented records are available. • Signage in place to warn visitors of the presence of water and that all children should be under the control of an adult. • Bridges across water have barriers in place. • Regular documented inspections of all safety signage / preventative measures are carried out where needed. • Suitable flotation devices are installed in higher risk areas. • Site staff have mobile radios for quick and effective communication and telephones are available in the caves. • Relevant staff have first aid training with documented records available. 				
Play Equipment <ul style="list-style-type: none"> • Injuries due to damaged equipment or equipment failure. • Injuries due to tampering/ deliberate or non-deliberate. • Falls, Bumps and Bruises. • Injuries to smaller children due to collision with older children. • Overcrowding of equipment. 	<ul style="list-style-type: none"> • Annual inspections are carried out by an approved specialist and all defects are corrected. • The equipment is checked on a daily basis for obvious defects and recorded accordingly. • More in depth weekly and monthly checks are carried out by competent persons and recorded. • All defects noted during these checks are corrected at a frequency determined by the seriousness and risk. • The small soft play area, which is separate to the main soft play areas, is restricted to smaller children. 				

	<ul style="list-style-type: none"> • Suitable signage is in place requiring smaller children to be under adult supervision. • Age restrictions are in place. • Regular checks are being carried out by competent persons to ensure the play areas are not overcrowded where safety would be a concern. 				
4D Cinema Strobe lighting/flashing lights Smoke machines Moving seats (medical conditions)	<ul style="list-style-type: none"> • Group organisers must be aware that this facility is not suitable for children under 3 years of age. • Group organisers must be aware of any children/adults with medical conditions that could be affected by strobe lighting or smoke machines. • Group organisers should be aware that this should not be used by people with the following medical conditions: recent surgery or illness, heart condition, neck or back conditions, pregnancy, high blood pressure. • Users must not be under the influence of drugs or alcohol. 				
Strobe Lighting/flashing lights and Smoke Machines <ul style="list-style-type: none"> • Strobe Lighting (Photosensitivity) • Smoke Machines (Bronchial Conditions) 	<ul style="list-style-type: none"> • Group organisers must be aware of any children/adults with medical conditions that could be affected by strobe lighting or smoke machines. • Group organisers should be aware that strobe lighting/flashing lights and smoke machines are used in the circus show performances. • Warning signs are displayed as a reminder that strobe lighting and smoke machines are being used in the circus show. 				
Emergency Procedures <ul style="list-style-type: none"> • Emergency Evacuation • Effective Communication • Cave Rescue 	<ul style="list-style-type: none"> • Emergency evacuation plans have been developed and been tested to ensure they work effectively. • Telephones are available throughout the cave and Mill complex for external contact with the emergency services. • The emergency services are to decide whether the Cave Rescue Service is required. 				
First Aid Provision <ul style="list-style-type: none"> • First Aid Facilities • First Aid Training 	<ul style="list-style-type: none"> • Suitable first aid facilities are provided and made available to organisers if necessary. • The first aid facilities provided will include any that may be needed to deal with incidents potentially required for the site, such as foil blankets for casualties within the caves. • Formal first aid training is provided for Wookey Hole staff based on a formal assessment. 				

Fire Safety <ul style="list-style-type: none"> • Fire Alarm System. • Fire exits and Doors. • Emergency Lighting. 	<ul style="list-style-type: none"> • The fire alarm system is tested on a weekly basis at different call points and records kept accordingly. • The fire alarm system is maintained by a competent outside contractor on a bi-annual basis. • The emergency lighting is checked during managers daily checks. • The emergency lighting is tested on a monthly basis and records maintained. • The emergency lighting is maintained by a competent outside contractor on a bi-annual basis. • The fire doors and fire exits are checked daily to ensure they are free from obstructions. 				
Gas Safety <ul style="list-style-type: none"> • Explosion due to incorrectly installed appliances • Explosion due to inability to turn off gas mains 	<ul style="list-style-type: none"> • All gas installations and appliances are installed and maintained at a frequency decided upon by a qualified and competent person who is Gas Safe registered. • The gas shut off valves have been identified and all relevant staff are trained to close these valves in the event of an emergency and/or notify the emergency services when they arrive on site. 				
Electrical Safety <ul style="list-style-type: none"> • Fixed Installations • Portable Appliances • Incorrect Use of an Appliance 	<ul style="list-style-type: none"> • The entire site is subject to a fixed installation inspection at a frequency determined by a competent person. • All electrical defects identified will be corrected on a risk basis. • All portable electrical appliances are tested on an annual basis by a competent person and any failed items will be disposed of. • A policy is in place to include electrical appliances brought in by members of staff. 				

Review period:	Annually or where an incident or injury occurs
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