

# AN EXCURSION TO MADAME TUSSAUDS SYDNEY

## Background information for Teachers making Risk Assessments



The following information provides background information for teachers planning a school excursion to Madame Tussauds Sydney. This information will assist teachers to prepare a **RISK ASSESSMENT PLAN** for their excursion. For more information contact Madame Tussauds Sydney on Ph: 8251 7800

### MADAME TUSSAUDS INFO

#### Arrival and Departure

Schools should plan to arrive at least 15 minutes before the allocated entry period. This will allow time to organise payment, have a quick food break and use bathrooms prior to entry.

Group entry to Madame Tussauds is staggered to avoid congestion in the Exhibit Area and to satisfy capacity regulations.

Groups exit the Madame Tussauds and assemble outside. In the interests of public safety, groups are not permitted to gather in the foyer or in any of the exhibit areas.

#### Access to Madame Tussauds

Entry and exit to the Madame Tussauds is via the front doors. Exhibits are on one level and a series of ramps gives access to underwater viewing opportunities.

Students are advised to walk at all times, to not block corridors and to use the ramps in a safe and responsible manner.

### MADAME TUSSAUDS FACILITIES

#### Exhibit Area

Madame Tussauds is a major tourist attraction. Over 70 are exhibited in open sets.

A mixture of general public, primary and secondary students will be in Madame Tussauds at most times. Visitors are requested, as much as possible, to move through Madame Tussauds in a one way direction to assist with crowd control and traffic flow.

The Wax Hands desk is attended by Madame Tussauds staff throughout the entire day.

#### Toilets

Toilets are located at the start and end of the attraction, including Disabled toilets at both locations.

#### Disabled Access

Madame Tussauds Sydney is fully wheelchair accessible.

## HEALTH & SAFETY ISSUES

**Fire Exits and Evacuation** Madame Tussauds has clearly marked Fire Exits in all public areas and complies with Fire Control regulations. Madame Tussauds Duty Managers have been formally trained in emergency evacuation procedures.

**First Aid** A First Aid Kit is located at each Point of Sale and all Madame Tussauds Supervisors and Managers are qualified First Aiders.  
For First Aid assistance please contact the Supervisor on Duty.

## CHILD PROTECTION ACT AND WORKING WITH CHILDREN CHECKS

**Supervision Levels** Supervision of students in Madame Tussauds is wholly the responsibility of the teachers/carers. Supervisors are allowed free entry on the following ratios:  
1:3 for pre-school students, 1:6 for K-2 students, 1:8 for Yr 3-12 students, 1:1 for disabled students  
It should be remembered that the Madame Tussauds is a busy public building and students need direct supervision at all times, including in the toilets.

**Working with Children Checks** Madame Tussauds staff are responsible for the following duties: Admission/payment procedures, meet and greet procedures and gift shop sales.

At all times, teachers/carers are the direct supervisors of students at Madame Tussauds.

**The Child Protection Act legislation does not consider Madame Tussauds as a provider of specific services to children and it is therefore not necessary for Madame Tussauds staff to have Working with Children checks. This information has been verified by the NSW Department of Education and Training.**

*Government school teachers who have questions about excursion policy should contact the Operational Co-ordinator, Schools at DET on (02) 9561 8514.*

## PUBLIC LIABILITY INSURANCE

**Insurance cover** Madame Tussauds has the appropriate Public liability Insurance in place to cover injury and damage. A Certificate of Currency of insurance can be supplied on request. Please call 9333 9240.

## PERSONAL BELONGINGS

**In the Exhibit Area** During your visit it is strongly advised for teachers and students to keep their belongings with them or leave them on the bus. For security reasons Madame Tussauds does not have lockers or storage for backpacks. Madame Tussauds takes no responsibility for lost items.

<b>Lost property</b>	Any items found in the Madame Tussauds are placed in Lost Property, located at the Information Desk. Schools lose many items so students should be encouraged to be responsible for their own belongings.
<b>PAYMENT PROCEDURES</b>	
<b>Payment options</b>	<p>Prior to your visit: Credit card payment at time of booking; cheque posted prior to visit; EFT payment prior to visit. Tickets can be sent out prior to your visit, or collected on the day.</p> <p>Madame Tussauds will issue a tax invoice prior to the excursion if requested. Ring with final student numbers at least 48 hours prior to the day of visit and it will be faxed.</p>
<b>STUDENT CODE OF CONDUCT</b>	
<b>Student behaviour</b>	<p>Students should be aware that there will be both other schools and general public in the Madame Tussauds during their visit. Therefore we ask that teachers outline the following Code of Conduct and monitor student behaviour on the day.</p> <p>Students should:</p> <ul style="list-style-type: none"> <li>- behave in a courteous and responsible manner at all times</li> <li>- behave safely and walk, not run inside Madame Tussauds</li> <li>- place all rubbish in the bins provided</li> </ul> <p>Madame Tussauds reserves the right to remove any students from Madame Tussauds if their behaviour is disruptive or dangerous. A teacher will be required to supervise such students outside the building.</p> <p>We expect teachers to ensure that this Code of Conduct is adhered to.</p>

This document was developed in consultation with the NSW Department of Education and Training school excursion policy. Teachers making **RISK ASSESSMENTS** as part of School Excursion Planning should note that Madame Tussauds **cannot make the assessment for you**. Teachers must make their own risk assessment based on the information provided. Please contact Madame Tussauds Education office on 02 8251 7800 if you have any questions.