



SCHOOL TRIP PLANNING GUIDE

Everything you need to plan your school trip to
The Paddington Bear™ Experience

SCHOOL TRIP PLANNING GUIDE

Thank you for your interest in The Paddington Bear™ Experience. Here's everything you need to plan, book and take your next school trip.

You'll find information about the venue, curriculum links, how to support learning back in the classroom with our free education resources and information you can use for your Risk Assessments.

HAVE A QUESTION?

We're here to provide you with everything you need. Email us or complete the enquiry form on our schools page to find out more about the trip, ask questions about the planning process and to book your tickets.

groups@paddingtonbearexperience.com

<https://paddingtonbearexperience.com/schools/>



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SCHOOL TRIP PLANNING GUIDE

PLANNING & BOOKING

How much are the tickets?

School groups can take advantage of our exclusive school rates - from just £12.50 per pupil.

How do I book?

Book your trip directly with us to secure the best availability at the best price. Complete the form on our school's page <https://paddingtonbearexperience.com/schools/> or email us directly groups@paddingtonbearexperience.com.

How do I pay for my booking?

Your school will be invoiced for your tickets. You will then be able to pay by an online payment link or bank transfer. Please note that your booking is only confirmed once this invoice has been paid.

Can I reserve my tickets and pay later?

You can! We recommend you reserve your tickets as far out from the trip as possible to get the best time slots. You can then change the number or cancel your reservation without a charge during your reservation period. We will always get you the longest reservation time we can and let you know this as part of your booking.

Do you offer free teacher places?

We do! We offer 1 free teacher ticket for every 5 Primary-aged pupils (up to Year 6) and 1 free teacher ticket for every 9 Secondary-aged pupils (Year 7+). Extra tickets can then be bought at the reduced school rate, the same as your pupil tickets.

Do you offer special rates for home educator groups?

We do! We offer the same rates as the school's discounts above. All we ask is for proof that you are a home educator group, for example a letter from your local authority.

How far in advance can I book?

The Paddington Bear™ Experience is currently booking until the end of March 2025. It's a very popular school trip, so we recommend you reserve your tickets as far in advance as possible.

When are school tickets available?

We offer exclusive school discounts for Monday – Friday time slots during term time. All tickets are subject to availability.

SCHOOL TRIP PLANNING GUIDE PLANNING & BOOKING

What's the minimum and maximum group size?

Our reduced school rate is available for groups of 20+ pupils. There is no maximum group size, however, please note that each time slot has a maximum of 60 people - split into two groups of 30.

What's the required adult-to-pupil ratio?

We require at least 1 adult to every 5 Primary-aged pupils (up to Year 6) and at least 1 adult to every 9 Secondary-aged pupils (Year 7+). However, this may increase depending on the age and needs of your group. As there is a maximum of 30 people per group, Please get in touch with our Team if you have any questions.

What are the time slots?

The first time slot of the day is 10am. These then run every 15 minutes. Closing times fluctuate throughout the year, so please see the website or ask our schools team for details.

What's the running time?

The experience lasts approximately 70 minutes, from your ticket start time. You and your pupils are then welcome to stay and enjoy the Marmalade Day celebrations, games and treats in Windsor Gardens at the end of the experience.



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SCHOOL TRIP PLANNING GUIDE AGE SUITABILITY & SUBJECT LINKS

What Key Stages is it suitable for?

The experience is a brilliant school trip for all ages and is particularly suited to pupils in Key Stage 1 & above (ages 5+).

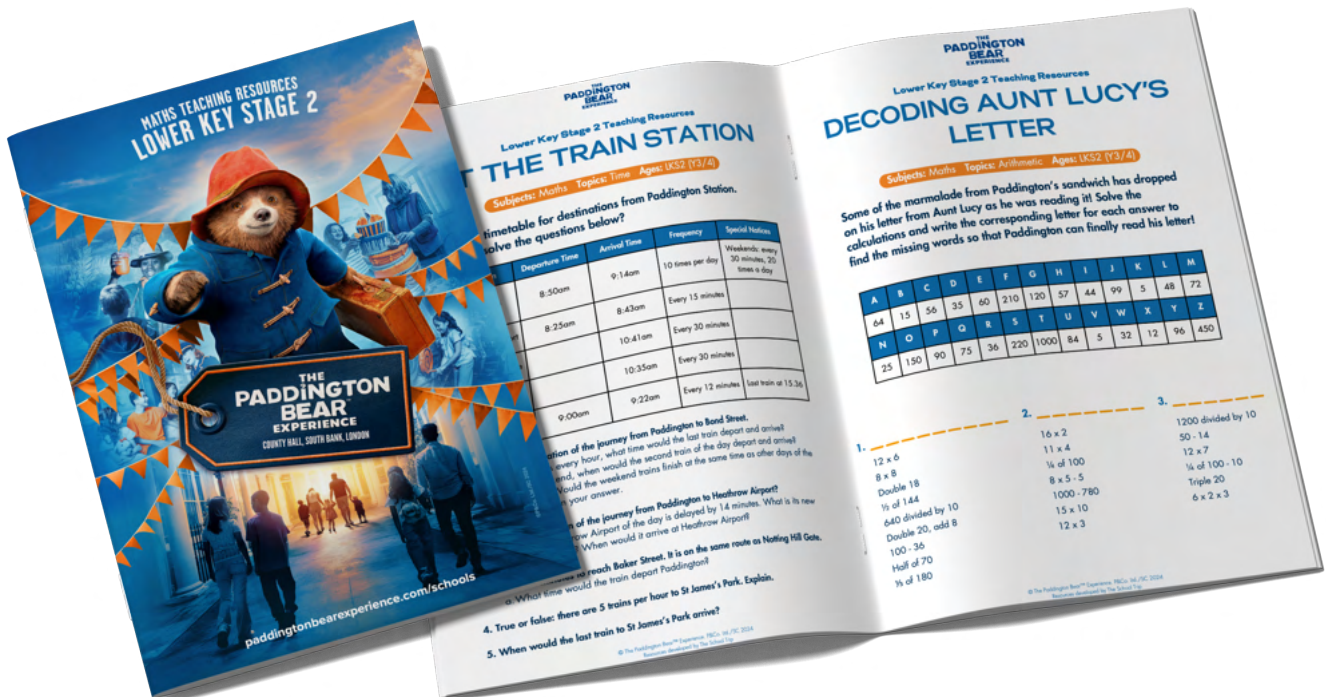
What subjects and topics does the show link to?

The Paddington Bear™ Experience links to a wide range of subjects, making it perfect for a cross-curricular educational visit. Your school trip can link to a variety of topics in English/ Literacy, Maths, Art & Design, Drama, and PSHE.

Do you have teaching resources?

We do! Our teaching resources include activities and lessons you can use to link your trip to learning back in the classroom. Download them for free from our schools page:

<https://paddingtonbearsexperience.com/schools/>



SCHOOL TRIP PLANNING GUIDE

GETTING TO THE VENUE

Where is The Paddington Bear™ Experience?

We're based at Riverside Building, County Hall located in between Westminster Bridge and Waterloo station.

What's the address of the venue?

Riverside Building, County Hall, Westminster Bridge Road, London, SE1 7PB

How do I get there?

Coach

The nearest coach bay is just around the corner from the experience at Belvedere Road, Waterloo, SE1 7BP. Please note, this bay can only be used for pick-up and drop off, not parking. Please leave as much time as possible to account for any delays you may encounter navigating through London. For more information on coach parking please visit Transport for London's Coach Information page.

Train

The nearest train stations are:

- Waterloo
- Waterloo East

Tube

The nearest London Underground stations are:

- Waterloo
- Westminster
- Embankment

Bus

1, 11, 12, 59, 68, 76, 77, 139, 148, 159, 172, 176, 188, 211, 243, 341, 381, 453 and C10 bus routes are within walking distance to us.

Boat

The nearest piers are:

- Embankment Pier
- Westminster Pier

SCHOOL TRIP PLANNING GUIDE

GETTING TO THE VENUE

What happens if I'm running late?

If you arrive late the box office team cannot guarantee entry to latecomers. But the box office will do all they can to accommodate you if you do arrive late. If you are running late, please call our Box Office team on **+44 20 4592 8671**.

ON THE DAY

When should we arrive?

We recommend arriving at least 30 minutes before your time slot.

Where should we go when we arrive?

Please head to the main entrance. Our staff will then welcome you and your pupils to the experience.

What's the maximum size of each group?

There is a maximum of 30 people per group (including both pupils and teachers). If your group is larger than this, you will be split into multiple groups and time slots. Our schools team will advise you on this when you are booking.

Are there toilets?

Yes! The venue has toilets, including accessible toilets at the start and at the end. Please note, there are no toilets in the experience.

Is there food and drink available?

You and your pupils can purchase a range of themed food and beverages – including the iconic marmalade sandwich – toward the end of the experience or in advance by speaking to our schools team.

Is there a place we can eat a packed lunch?

Unfortunately, there is not a space in the venue to eat lunch. However, there are local parks that you can visit before or after your visit.

SCHOOL TRIP PLANNING GUIDE ON THE DAY

Can I buy merchandise?

Yes. We our themed retail space, Gruber's Antiques, is at the start and end of the experience so you and your pupils can explore the shop before and after your visit.

What payment methods do you accept?

Our retail shop and bakery are card only.

Is there security at the venue?

Yes, bag searches will be in operation upon arrival by the security or front of house team.

Can I take photographs inside the experience?

Photography and filming is only permitted in certain areas of the experience. You're permitted to take photos in Paddington Station, Gruber's Antiques and Windsor Gardens - plus in Peru when instructed by the Explorer.

Is there a First Aider on-site?

Yes, there is a qualified first aider at the venue at all times.

ACCESSIBILITY AND CONSIDERATIONS FOR CHILDREN WITH SEND

Is the experience suitable for children with SEND?

The Paddington Bear™ Experience is highly sensory, however, we offer sensory backpacks which can be requested when making your booking. Please speak to our schools team for more information.

Where can I find your accessibility information?

Full accessibility information can be found on the website below, which included an Accessibility Guide which details the different parts of the journey. Our Team is also on hand to make your visit as accessible as possible. If you have any questions or want to discuss your pupils' needs, please email groups@paddingtonbearexperience.com.

<https://paddingtonbearexperience.com/accessibility-info/>

SCHOOL TRIP PLANNING GUIDE

INFORMATION FOR YOUR RISK ASSESSMENT

Slips, trips and falls

- **Risk:** Potential for injury resulting from slips, trips and falls when walking around the venue.
- **Mitigation:** Walkways are kept clear, spillages are promptly cleaned/dried and adequate lighting is used throughout.

Insecure or unstable scenery

- **Risk:** Crush or other injuries caused by falling pieces of set or props.
- **Mitigation:** All pieces of set are fully secured and checked by the Stage Management team. Items of set which are likely to be inherently unstable are tied off or otherwise made secure to remove the possibility of their falling or toppling.

Free standing props

- **Risk:** Toppling over onto patrons.
- **Mitigation:** All props are to be secured down to prevent movement or used with instruction from the performer. Regular area checks are to be carried out to make sure there is no damage or general wear and tear of props.

Games

- **Risk:** Nips and crushes of fingers. Props toppling over.
- **Mitigation:** Soft closures on all cupboards and draws. Regular checks to make sure soft closures are working and maintenance plan to replace. Clear instructions given by cast and assistance with games if needed. Regular area checks are to be carried out to make sure there is no damage or general wear and tear of game props. Kitchen utensils such as dishes and cups are non-breakable.

Faulty equipment and climbing aspects of play area

- **Risk:** Injury to face, musculoskeletal injury, fall from height.
- **Mitigation:** Equipment regularly checked for signs of damage or wear and tear. Area monitored by staff and performers. Each room has cameras to monitor activity. Play aspects have been installed by competent persons and checked for structural soundness before use.

SCHOOL TRIP PLANNING GUIDE INFORMATION FOR YOUR RISK ASSESSMENT

Sandpit

- **Risk:** Infection, choking and ingestion.
- **Mitigation:** Sand is safety play sand which will be replaced regularly to prevent build up of bacteria. Area monitored by staff and performers.

Marmalade Machine

- **Risk:** Fall or failure of elements of set or equipment leading to injury, severe injury to those in close proximity. Fingers being trapped in mechanism. Risk of electrocution.
- **Mitigation:** Pre-show checks conducted on all risk elements. Machine does not move at speed, if item ejected, it would not be fast and could not cause harm. Lip of conveyer belt is high enough to limit item being ejected over the top of it. Rope guard installed to prevent easy access to possible pinch point. Performers spotting and Stage Manager monitoring from Control Room. Public kept at a safe distance. All power is installed by a qualified competent electrician and given periodic and pre-show inspections.

Incident in room

- **Risk:** Accident or harm caused within each room.
- **Mitigation:** Control room monitors via cameras in each room. Procedure in place if performer or crew require assistance, personal call button in pockets. Fitted emergency call points in each room. CCTV recording stored for 30 days.

Safeguarding - Performers

- **Risk:** Proximity of children to performers
- **Mitigation:** Control room monitors via cameras in each room. Procedure in place if performer or crew require assistance, personal call button in pockets.

Safeguarding - Public

- **Risk:** Abduction
- **Mitigation:** Requirements of suitable adult/child ratios in place - 1 adult for every 5 Primary-aged child, 1 adult for every 9 Secondary-aged child. Control room monitors via cameras in each room. Procedure in place if performer or crew require assistance, personal call button in pockets.

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INFORMATION FOR YOUR RISK ASSESSMENT

Noise

- **Risk:** Excessive volumes of noise
- **Mitigation:** Production-specific noise assessments are carried out to ascertain actual noise levels of specific tasks and control measures identified. Speakers directed toward the room are designed to create an even spread of sound, minimising localised areas of high sound levels. Levels of over 85dBA are not anticipated.

Stairs

- **Risk:** Congestion, slips, trips and falls
- **Mitigation:** Stairs have suitable nosings to highlight edge. Suitable lighting in area. Route managed by staff. Keep left for route up and down stairs when patrons are entering and exiting. Lift available for access patrons.

Larder access door

- **Risk:** Banging head due to low level door way.
- **Mitigation:** Padding to prevent harm if someone hits head. Cast and crew assist and warn of low level door way. Suitable lighting for persons to see door frame. Door frame is painted in a different colour to surrounding to highlight.

Food allergies

- **Risk:** Allergies from items in the food outlet.
- **Mitigation:** Accompanying adults to communicate to the staff members if any child has any food allergies. Allergen information displayed and available on request. Staff trained to give information around allergen risks. No external food or drink (except bottled water) is allowed inside the venue.

Fire

- **Risk:** Potential for fire-related damage and injuries including burns and smoke inhalation.
- **Mitigation:** A suitable Fire Risk Assessment has been conducted for the premises. All performers and staff are trained in venue emergency procedures, including evacuation, emergency escape routes and muster points. All rooms lead to a number of clearly marked local fire exits.

**THE
PADDINGTON
BEAR™
EXPERIENCE**
COUNTY HALL, SOUTH BANK, LONDON

**SCHOOL TRIP PLANNING GUIDE
MORE INFORMATION**

We are always on hand to help you every step of the way when you're planning your school trip. Please drop us an email or complete the enquiry form on our website if you have any questions.

[https://paddingtonbearexperience.com/schools/
groups@paddingtonbearexperience.com](https://paddingtonbearexperience.com/schools/groups@paddingtonbearexperience.com)

We hope you have the best time at The Paddington Bear™ Experience!



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