



School Visit – Information Sheet



Tickets – Tickets will be posted to the school if the confirmation is returned at least 10 days before your visit. Should tickets need collecting, or if you require additional tickets, please visit the Ticket Collection Point upon arrival. Each person will require an individual ticket to gain entry; please distribute tickets before getting to the turnstiles.

Invoices are raised based on scanned tickets – therefore unused ones can be carefully discarded.

First Aid / Lost Children – First Aid is located on Show Street and staffed by a qualified nurse. In an emergency, please contact any member of staff.

Instruct your children to go to the nearest member of staff if they become separated from your group. First Aid / Lost Children is located on Show Street. Contact any member of staff if you notice any child missing from your group.

Workshops – Please see the map above for workshop locations. All classrooms are located centrally, close to the Main entrance. Please refer to your email confirmation for workshop timings and location.

Please be aware that workshops run to strict timings and therefore should you class be late, the session may be reduced in time or cancelled. No refund will be offered for missed workshops.

Lunch – There is a large undercover area close to the Pirate Ship which many schools choose to use. It is conveniently located close to toilets and a coffee shop. Alternatively, schools are free to make use of any undercover area or our main gardens if the weather permits.

Toilets – Toilets are located around the Park. A small set of toilets is located outside of the Park by the entrance. Unless absolutely necessary, it is suggested that schools make use of the much larger toilets located within the Park which will reduce wait times.

Parking – A large, free, coach park is located close to the entrance. Please use the paved walkway when moving from the coach park to the main entrance.

Height Restrictions – For health and safety reasons, all rides have restrictions in place. Please see the individual ride board or information on our website for details. We would like to remind guests that for technical, operational, weather or other reasons, any attraction may be closed, altered, removed or otherwise unavailable at any point without prior notice.

Personal Belongings – Unless by prior arrangement, the Education Department are unable to look after bags, lunches etc. Each individual ride offers space to leave bags within the ride area (although no bags are permitted on the ride).

Alternatively, lockers are provided close to the Sycamore Room and adjacent to the Wave Runner ride. An additional charge applies for lockers.

Lost Property – Any lost item found around the park will be handed to Guest Services, close to the park entrance. Should you lose an item, please go there to report it.

Risk Assessments – Please contact the Education Department if you require risk assessment documents or a site visit. education@paultons.co.uk