



SCHOOL EXCURSIONS TO SEA LIFE MELBOURNE AQUARIUM

The following information provides background information for teachers planning a school excursion to SEA LIFE Melbourne Aquarium. This information will assist teachers to prepare a RISK ASSESSMENT PLAN for their excursion.

Arrival and Departure

Schools should plan to arrive at least 15 minutes before the allocated entry period. This will allow time to organise for arrival check in/ payment and have a quick food break prior to commencing the tour.

Education staff will in most situations meet guided school group tours at the Flinders Street entrance. These groups will be taken into the Aquarium by our Education staff.

Groups taking the self guided tour when visiting the Aquarium are to check in at the Guest Services desk before entering with their group. Groups enter and exit from the same entrance on Flinders Street. In the interests of public safety, groups are not permitted to gather in the foyer.

Working with Children Checks

All Education Supervisors and Guest Experiences staff have current & approved Working with Children checks as per the Victorian Working with Children Act 2005.

SEA LIFE Melbourne Aquarium staff are responsible for the following duties only: Facilitating school tours, admission/payment procedures, meet and greet procedures, presenting public presentations to the public, cafe and gift shop sales and attending touch pools.

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



Access to the Aquarium

Entry and exit to the Aquarium is via the front doors located on Flinders Street. Exhibits are on multiple areas and a series of ramps gives access to further underwater viewing opportunities.

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

Entry to Melbourne Aquarium Before or After Excursion

Students will experience all of the exhibits in the Aquarium during the allocated 2 hour session. School groups are not permitted to enter the Aquarium before or after their session as those times are allocated to other school groups.

Exhibit Area

Opening in 2000 the award winning SEA LIFE Melbourne Aquarium is one of Victoria's premier tourist attractions. With 12 themed zones to explore and close to 10,000 creatures, SEA LIFE Melbourne Aquarium presents an educational and entertaining journey from the coast to the ocean depths.

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

The Rock Pool is attended by Aquarium staff from 9.30am – 5pm every day.

Gift Shop

All school students receive 20% off all purchases on the day of their excursion. The Gift Shop is open every day of the year from 9:30am-5:00pm.

Any students visiting the Gift Shop need to be in groups of no more than 10 with a supervising staff member.

Coral & Croc Cafes

Set among our exhibits, the Coral Cafe, located on the Ground Floor, is open from 9:30am-4pm daily. The Croc Cafe is also available for light snacks and lunch on Level 1 during school holidays and at other certain times of the year.

Lunch areas are not designated within the Aquarium

Suitable areas are available on the banks of the Yarra to the east of the building. Bringing your own food is not permitted in the Aquarium. Cafe food is available for purchase however seating is reserved for the general public or alternatively lunch packs can be arranged prior to your visit. For more information, contact the Education Booking Officer prior to your visit

Toilets

Toilets are located on levels B1, Ground and Level 1.

Toilets for disabled access are located at the following locations:

- Ground Floor close to the Aquarium entrance area and also at the Coral Cafe
- 1st Floor – at both ends of Rainforest Adventure
- B1 – next to Lionfish display

Disabled Access

The Aquarium is fully wheelchair accessible.

Fire Exits and Evacuation

The Aquarium has clearly marked Fire Exits in all public areas and complies with Fire Control regulations. SEA LIFE Melbourne Aquarium senior staff members have been formally trained in emergency evacuation procedures.

First Aid

A First Aid Kit is located at the SEA LIFE Melbourne Aquarium Guest Services Desk and between 9am and 5pm. Additionally, a First Aid Room is available onsite. There are formally trained First Aid officers on site. For First Aid assistance please contact the any of the SEA LIFE Melbourne Aquarium team who will organise the First Aid assistance.

Supervision Levels

Supervision of students in the Aquarium is wholly the responsibility of the teachers/carers. Supervisors are allowed free entry on the following ratios:

- 1 teacher per 10 students for Primary, Secondary and Tertiary groups
- 1 teacher per 4 students for Early Childhood groups

- 1 teacher per 1 student for Special Needs groups

It should be remembered that the Aquarium is a busy public building and students need direct supervision at all times, including in the toilets.

Insurance cover

SEA LIFE Melbourne Aquarium 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 03 9923 5911.

Lost property

SEA LIFE Melbourne Aquarium takes no responsibility for lost items.

Any items found in the Aquarium are placed in Lost Property, located at the Guest Services Desk. Schools lose many items so students should be encouraged to be responsible for their own belongings.

During your visit it is strongly advised for teachers and students to keep their belongings with them or leave them on the bus. Sea Life Melbourne Aquarium does supply lockers, available for use by schools that book guided education tours.

Payment options

SEA LIFE Melbourne Aquarium will issue a tax invoice prior to the excursion.

Cheque, credit card and cash payment can be made on the day. Students cannot pay individually. Alternatively, we can issue an invoice on the day to be taken back to school for payment.

In the event of a cancellation, the SEA LIFE Melbourne Aquarium requires 1 weeks notice. Notifying us of any changes within these time frames will ensure that you avoid paying a cancellation fee.



Student behaviour

Students should be aware that there will be both other schools and general public in the Aquarium during their visit. Therefore we ask that teachers outline the following Code of Conduct and monitor student behaviour on the day.

Students should:

- behave in a courteous and responsible manner at all times
- behave safely and walk, not run inside the Aquarium
- refrain from throwing any items into open tanks
- refrain from putting their hands into open tanks or at the billabong, apart from the Rock Pools where instructed
- place all rubbish in the bins provided
- respect the animals and at the Rock Pools follow the instructions of the Guest Experiences Team Member on duty there

SEA LIFE Melbourne Aquarium reserves the right to remove any students from the Aquarium if their behaviour is disruptive or dangerous. A teacher will be required to supervise such students outside the building.

We expect teachers to ensure that this Code of Conduct is adhered to.

For more information contact SEA LIFE Melbourne Aquarium's Education Team on (03) 9923 5911, or email bookings@melbourneaquarium.com.au