

AEROZONE VISIT TERMS AND CONDITIONS

Health & Safety

- East Midlands Airport has undertaken a risk assessment of the Aerozone facility to ensure the safety and wellbeing of employees and visitors. This will be attached to your confirmation email. These arrangements must not however, replace visitors' own risk assessment arrangements.
- You must ensure that your school has the correct insurance and public liability in place for the visit.
- The Aerozone is located on the ground floor of Building 100, a serviced office block on the airport site. We share some facilities with other businesses, however the Aerozone is in an enclosed space and school and college groups have exclusive use of the room. We only accept one group per booking. The classroom next to the Aerozone is used by the Airport Academy, which runs Aviation courses for adults.
- Students are the responsibility of their teachers and must remain under their supervision at all times. Please review your school's safeguarding policy to ensure appropriate pupil/teacher ratios are maintained for the duration of your visit. Please ensure that you have additional support staff in place for children with any additional needs. We recommend that there is a sufficient number of supervising adults for young children when visiting the terminal in the busy summer period.
- There is disabled access into Building 100 and into the Aerozone room. You must inform the Education Manager of any visitors with additional, physical and/or special educational needs and discuss any reasonable adaptations that may be required in advance of your visit.
- Please be aware that our facility is on the airport site. In the unlikely event of a full airport emergency, arrangements may be implemented to terminate the visit with immediate effect.
- First Aid
 - Please ensure that a member of your party is first aid trained and that you have a first aid kit with you. Although the airport does have access to first aid and emergency provisions (call 01332 818555 for assistance onsite and give 'Building 100' as the location), we cannot guarantee that a first aider will always be available at the Aerozone. There is also a first aid box located on a peg just inside the Aerozone room.

- Fire Safety

- You will be informed if fire alarm testing is due to occur during your Aerozone visit. The fire alarm is a long, continuous bell and upon hearing this, you must leave all personal items in the Aerozone and exit the building using the nearest safe fire exit. Fire exits are indicated with green fire exit signs.
- The fire assembly point for the Aerozone is in the car park for Building 100 adjacent to the building (exit right out of the main entrance).

- Male, female and disabled toilet facilities are available in Building 100, next to the Aerozone room. Aerozone visitors share these facilities with other users of the building. Please ensure that students are supervised when using the toilets.

- You may wish to organise a pre-visit with the Aerozone team in advance of your visit, where you can view the facility and discuss activities and learning objectives for your visit.

- At the start of your session the Education Manager will give an introduction to the session and to the airport. After that time, they will be based in the Aerozone office located further down the corridor. Use of the equipment in the Aerozone and the relating activities are teacher-led. All Aerozone activities have detailed instructions on how to complete them and how to use the equipment. We have a Ring indoor camera installed in the corner of the Aerozone room and your session will be live streamed to the Aerozone office. The Education Manager will check the footage from time to time to ensure that your session in the Aerozone is running smoothly. The footage is not recorded and will not be shared with any other persons.

Activities

- The Aerozone is a teacher-led facility, enhanced in parts by airport staff. Our Education Manager will start the day with an introduction to the airport and will arrange a guest speaker for you. The Education Manager will be on hand throughout the day.

- We will endeavour to fulfil all requests for speakers but please note that staff attend on a voluntary basis and their involvement in your visit is subject to their availability and airport operational requirements on the day of your visit.

- Please note that visitors are unable to access any airside areas (including and beyond Security). There is no view of the airfield or the runway from either the Aerozone or the accessible parts of the Terminal. The Aerozone is situated in a separate building a short walk from the Terminal, it is not in the airport Terminal itself. Please also note that the airport does not have a public area for viewing aircraft. However, visits can be organised to the Aeropark attraction in Castle Donington, which boasts a great viewing area. Please ask the Education Manager for more information.

- A landside visit to the terminal is offered as part of your visit. This is teacher led, and the behaviour of your students is your responsibility in this operational and passenger facing environment.
- The Aerozone opening hours are Tuesdays and Wednesdays, 10am to 2pm.
- Children under the age of 4 are not permitted entry to the Aerozone.
- We want to ensure that we are delivering the best experience possible in the Aerozone. Therefore, staff and or students may be asked to take part in an online feedback survey after your visit.

Parking Arrangements

- The Aerozone is accessible by coach, minibus, car or bus. Directions and maps will be emailed to the group organiser depending on your mode of travel.

Refreshments

- Visitors are welcome to bring a packed lunch to eat in the Aerozone at lunchtime. Please note we only have seating (benches) in the Aerozone, we do not have tables. Younger children may sit on the floor to eat a packed lunch. There is a designated area of the room for eating in the Aerozone, away from the equipment.
- Older students and teaching staff may wish to purchase lunch/coffee from the airport terminal (there is a WH Smith and a Greggs in Arrivals). The BP Garage near to the entrance of the airport site (close to the Aerozone), serves coffees, snacks and some hot food. We suggest students are escorted from the Aerozone to the terminal/BP Garage. There are no provisions for outside play due to the location and the busy nature of the airport site.
- There is a small communal kitchen in Building 100 which is for MAG staff and the staff of other businesses in the building. The kitchen is not for use by Aerozone visitors. The Education Manager can provide jugs of fresh drinking water for refilling water bottles etc, if required.

Cancellations

- The Aerozone is part of a live operation and therefore business demands may require us to cancel visits at short notice. In the unlikely event of this happening, we will give you as much notice as possible.

- Cancellations/rescheduling must be discussed with a member of the Aerozone team at least two weeks before the planned date of your visit.

Further Information

- Please respect the airport environment and ensure that students behave in an appropriate manner. Anyone who fails to do this will be asked to leave the facility.
- Any damage to property or interiors, or loss of equipment will be charged. Please leave the Aerozone as you find it.
- Coat hooks and a storage box are located in the Aerozone room for the storage of coats and bags.
- If your school or college uses social media platforms, please do remember to post about your visit, using the following handles:
 - Facebook (East Midlands Airport)
 - X (@EMA_Airport)
 - Instagram (@ema_airport)
 - TikTok (@ema_airport)

Preparing for your visit

To ensure students get the most out of their visit, we give them the opportunity to ask questions throughout the day. You might want to ask your students to prepare some questions for airport staff in advance of the trip. These could include:

- How many passengers fly from the airport every year?
- When is the airport open?
- How many people work at the airport?
- What is your job?
- Where can you fly to from East Midlands Airport?

Jobs at East Midlands Airport

During the visit your students will learn about the variety of jobs at the airport. Before you come to the airport, you might like to research some of the roles that they may learn about or see during the trip. These could include:

- Check In Agents
- Security Officers
- Pilots
- Cabin Crew

- Fire Fighters

On the way to the airport

You have an opportunity to engage students during the journey to the airport by asking them to make a note of things that they see as they approach the site, such as:

- Advertisements
- Buildings
- Car parks
- Signs
- Passengers
- Airport staff
- Traffic
- Different types of transport
- The air traffic control tower
- Cargo operators

Thank you for taking the time to read our terms and conditions and we hope you enjoy your visit to the Aerozone.