

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.
- 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.
- There is disabled access into the Aerozone building. 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 110' 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 as you come through the main doors of the building.
- 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 on the grassed area adjacent to the car park at the front of the building (to the left of the main entrance going out).
 - **On discovering a fire, activate the nearest fire alarm break glass call point and then exit the building using the nearest safe fire exit. Fire exits are indicated with green fire exit signs. When it's safe to do so, inform the control room on 01332 818555 (this is only applicable if you are in the building without a member of airport staff present).**
- Male, female and disabled toilet facilities are available in the Aerozone. The Aerozone shares 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.

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 be on hand throughout the day and will arrange a guest speaker for you.
- 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 runway. The Aerozone is situated in a separate building a short walk from the Terminal, but 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 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, Wednesdays and Thursdays, 10am to 2pm.
- Children under the age of 4 are not permitted entry to the Aerozone.
- We want to make sure that the Aerozone is delivering the best experience possible. Therefore students may be asked to take part in an online feedback survey after your visit.

Parking Arrangements

- Parking is available for visitors to the Aerozone arriving by car or minibus. There is a small car park next to the Aerozone where you can park for the duration of your visit. Sometimes the car park can get full. If there is no space, please park in Short Stay 1 next to the Terminal and a member of the Aerozone team will come and meet you outside the front of Arrivals and walk you to the Aerozone. It is a short 2-minute walk and is accessible for wheelchairs. If parked in Short Stay 1, you need to buzz through to the Control Room on exit at the barrier, tell them you've been to the Aerozone and they will raise the barrier for you and will allow you a free exit.
- Coaches are able to drop off and pick up in the bus station behind Arrivals; however, they are unable to stay for the duration of the visit. Coach parking is available at the Moto Services (junction 23a of the M1).

Refreshments

- At lunchtime, visitors are welcome to bring a packed lunch to eat in the Aerozone. Older students may wish to purchase lunch from the airport terminal (there is a WH Smith and a

Greggs in Arrivals). We suggest the students are escorted from the Aerozone to the terminal. There are no provisions for outside play due to the busy nature of the airport site.

- There is a small kitchen in the Aerozone building which is for adult use only. No students may enter this area. The kitchen is also used by visitors to the Airport Academy, a training facility for adults seeking employment at the Airport. Drinking water is available from the sink in the kitchen. Teachers and staff are welcome to make a hot drink. We have travel mugs available, but please take care around young children.

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 damages to property or interiors, or loss of equipment will be charged for. Please leave the Aerozone as you find it.
- Coat hooks are located in the Aerozone for the storage of coats and bags.