

Risk Assessment

Laser Quest & The Rock
203 The Dome
The Trafford Centre
Manchester
M17 8DF

Date of Review- 12th Dec 2025
Prepared by - Samantha Urmston (General Manager)
Next Review Scheduled - Dec 2026

Type of business - Leisure and entertainment

Description -

Laser Quest & The Rock is a family friendly entertainment Centre, providing a leisure activity in the form of a live action game. The venue will have a footfall of between 100 to 1000 customers per day,

The activity is not regarded as being hazardous but all staff must be trained to a high standard to minimize the risks of accidents to both themselves and to our customers. All customers will be briefed before play and supervised by staff for the duration of their game.

Hazard Type	Who might be harmed and how?	What we are already doing.	Is further action needed?	Action by who?	Action by when?
Electrical contact	Staff and Customers	All electrical work is carried out by a competent person. A trained manager can do small lighting jobs however we do have a qualified electrician to do larger jobs, he also inspects all electrical appliances (PAT test) yearly. We use low voltage lighting where possible, all appliances and cables are positioned out of customers reach and are kept neat and tidy in the staff areas. Our electric shock poster is displayed in the staff room.	No immediate action, yearly PAT tests not to be missed.	Qualified electrician	
Fire	Staff and Customers	Fast action sprinklers are fitted throughout the entire site and are visually checked on a monthly and yearly bases. Heat and smoke detectors are also fitted on site. We have a total of 11 fire extinguishers around the site, these get checked visually checked every month and are checked by the suppliers once a year. All our staff are trained on how to use the extinguishers and are trained once a year on how to safely evacuate the premises if the fire alarm sounds, alarms are checked monthly by the managers. The Trafford Centre carry out yearly inspections and Trinity carry out two inspections a year. Our fire doors are checked daily, in the morning before we open and also throughout all games and at the end of the night. Emergency Lighting is also checked every month and inspected every year. We also conduct a 5-year electrical Test throughout the site.	No		
Faulty Sprinkler activation	Staff and customers	We conduct daily, weekly and monthly visual inspections of our sprinkler heads to ensure there are no leaks or damages to the heads. New Sprinkler heads were fitted in the arena in March 2023 which are new fast action sprinkler heads and all in line with updated regulations.	No		
Skin irritation from cleaning products	Staff, could be allergic to some products	Cleaning products that we use here are non-hazardous, general household products, small 500ml bottles. We provide COSHH sheets for every product we buy, before staff can use any products, they must first read through the COSHH notes and are then tested on the products. We do buy disinfectant in 5 litre bottles, staff are trained how to dilute safely, gloves are provided and recommended.	No immediate action, Keep COSHH sheets up to date.	Manager	

Un-authorized access to fire corridors	Customers	We have 2 fire doors leading to fire exit corridors, both are located downstairs in our playing arena. Both doors are fitted with door guards which will set off an alarm if opened during the game alerting the Marshall, somebody has opened them and also deterring people from going through them when there is no emergency.	No	Manager	
Falling from ladders	Staff	Only managers and competent staff can use the ladders. Staff are not permitted to use the ladders if they are on their own. We strongly advise that 2 people be present and a qualified first aider is always onsite.	No		
Kitchen door locking you in	Staff	The door is linked with the fire system and in the event of a fire would disable. If this fails there is a disable switch in the Kitchen and as a last resort the fuse box is situated in the kitchen and can cut power to the switch.	No		

Hazard type	Who might be harmed and how?	What we are doing already	Is further action needed?	Action by who?	Action by when?
Tripping or falling in untidy cluttered work areas	Staff	We have quite a large premises with adequate storage space, storage boxes are provided for all paperwork, items are to be stored away neatly. Daily site inspections are done every morning before we open by a manager to ensure there is safe passage in our store rooms and offices. Staff are also trained to keep the site tidy, daily cleaning jobs are enforced and over seen by the manager.	No further action required; current system works well.		
Smoke oil and fog	Staff and customers, may suffer skin irritation when handling smoke oil, also the fog can irritate eyes and breathing.	The smoke machine that we use is located in the arena and only our managers have been trained how to re fill it, this is carried out twice a week. Smoke oil is stored where customers can not access. All crew members have been trained how to use it correctly so they do not pump too much fog into the arena.	No		
Injury from manual handling	Staff	Delivery of heavy items occur mostly at pre-arranged times so we can ensure someone from the management team is here. We have a trolley for big deliveries such as scorecards and cordial. However, if staff need to pick anything up, they are trained on how to safely.	No		
Dealing with an injury	Staff and customers	Managers and supervisors are first aid trained. All certificates are filed in the staff training folder. Re-training is done before current certificate expires. Crew members are not permitted to attempt to administer any first aid as it is not safe for them or for the injured person. Our first aid box is located in the staff room and stock is replenished accordingly. There is always a first aider on site. In more serious cases we have the Trafford Centre's First Aid team on hand to help if required.	No		
Slipping on wet floors	Staff and customers	Most of the site is carpeted but the small areas that we do have, that require mopping is only done when there are no customers around. Whoever mops tells the other staff where they are about to mop and to try and avoid that area until it is dry. A yellow wet floor sign is always used.	No immediate action, ensure any new staff are trained accordingly.		

Hitting head on protruding pack rack bases	Staff and customers	The ends of the pack racks are roughly shoulder height on adults and head height on some older children, staff are always in this room with the customers to help out and lighting levels are sufficient enough for pack racks to be clearly visible.	No immediate action.		
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Running in arena causing collision other players	Customers and staff are both at risk of injury if a collision occurs	Safety rules state that running is dangerous and so is not allowed whilst playing Laser Quest. These rules are enforced to every player twice during their briefing. Marshalls in the game re-iterate this to any player who is running. Players will be removed from the game if they continue to do so. This unfortunately has to be done sometimes, it is for their own safety, the safety of our staff and the other players. Guns are fitted with vivid rubber ends to reduce injury if there is a collision between players. The arena is designed to encourage players to walk rather than run as it has few open spaces and the lighting levels are kept low	No immediate action, quarterly re- training is available for all Marshalls.		
Running in arena causing collision with scenery	Customers	Inside the playing arena all the walls are painted black, however most scenery panels are internally lit with colored lighting, these lights are large and at eye level. UV paint is also used in some areas to brighten up corners. Edges of the walls are also painted with UV paint so customers are more aware of corners. Special effect lighting is also used upstairs and downstairs to lighten up the area but is still in keeping with the theme of Laser Quest.	Not immediately, managers to keep up to date with weekly lighting checks and bulbs be replaced as soon as possible.		
Injury caused by other people in the party room	Customers	The party room is used only to eat food. The staff are trained to keep them under control as much as possible however we can't physically stop them and we ask for parents to be present at this time.	No immediate action,		
Accidents caused by broken or faulty scenery	Customers and staff	The entire site, the arena and staff areas are inspected every morning before we open to the public. If any scenery is faulty a maintenance form is filled out and filed in the appropriate folder. Managers will check the maintenance forms weekly and will arrange for the necessary work to be done as soon as possible. The arena scenery is inspected in more detail on a weekly and quarterly basis to check for general wear and tear, any major issues will be put to the top of our maintenance list. They will also be made safe before any staff or customers are allowed in to that area.	No		
Accidents caused by tripping on the ramps	Customers and staff	The ramps in the playing arena are accented with anti-slip hazard strips to highlight gradients. Arena floors including ramps are hoovered weekly and inspected every morning and evening.	No		

Hazard type?	Who might be harmed and how?	What we are doing already	Is further action needed	Action by who?	Action by when?
Injury caused by collision with wheelchair users	Staff and customers	People in wheelchairs are welcome to come and play, we have an entrance for them downstairs and they will be able to freely move around the arena on the ground floor, as there are few ramps to deal with and wide enough corridors. A member of our crew will be assigned to look after them and advise them not to head up the ramps to the top floor. During the initial briefing upstairs, the other players are advised to take extra care if they head downstairs.	No, wheelchair users are regular visitors to laser quest and this system is working very well.		
Noise	Staff and customers, staff more so as they have more frequent exposure to the loud music and could potentially suffer serious hearing damage from long term exposure.	Regular checks to the sound system and all speakers are done to ensure balance/proper control. Marshalling of the games is done on a staff rotation basis.	No.		
Violence	Staff and customers could be hurt if any players start fighting.	We have a CCTV system in place and staff are trained to spot potential trouble makers and defuse any tense situations. We also have a shop alert keypad at reception, we can call for extra security from the Trafford Centre at any time as they provide 24-hour support. The Trafford Centre have recently appointed a Policing team as part of the centers security measures to minimize risks.	No, we have great support from the Trafford Centre and consider this issue to be a very low risk.		

Valo Climb: - Hazard	Who might be harmed and how?	What we are doing already	Is further action needed?	Action by who?	Action by when?
Slip, Trips and Falls	Participants	Staff have been trained on all aspects of health and safety to ensure the participants are safe and to reduce risk of hazards. All participants are told to wear appropriate clothing. All participants are told to climb within the designated area. All participants are told not to jump off the climbing wall Access to a first Aider is always available if needed.	No		
Spinning Holds	Participants	Staff conduct daily, weekly and monthly inspections on the wall. The Hand holds are checked on a daily basis and are tightened if required.	No		
Injuries sustained from jumping/falling off the wall	Participants	All participants receive a safety briefing before going on the wall and should therefore know how to come down safely.	No		
Equipment Failure	All users	The Equipment is checked thoroughly on a daily, weekly and monthly basis.	No		
Collision with another participant	Participants	Staff receive full training before being able to operate the wall. There is a maximum of two participants, no waiting participants are allowed on the crash mattress below and climbing over/on top of another participant is forbidden.	No		