



5 June 2015

Merlin Entertainments

Since the accident at Alton Towers Resort on Tuesday afternoon Merlin Entertainments has been engaged in a thorough review and investigation of the events that led up to the incident and of its safety and operating processes. The investigation is ongoing and we are co-operating fully with the Health & Safety Executive.

The safety of our visitors is our fundamental priority. We have a strong safety record at Alton Towers and across the Merlin Group. Today we are enhancing our safety standards by issuing an additional set of safety protocols and procedures that will reinforce the safe operation of our multi-car rollercoasters. These are effective immediately.

Each rollercoaster has its own individual operating process and characteristics. Our central safety management team, together with local Park operations, will now work to implement and brief operating staff on these protocols. As a consequence, two rollercoaster rides have been withdrawn from service until the new safety protocols have been applied.

The Smiler and Saw, a similar ride at Thorpe Park, have been closed since the accident and will stay closed for the foreseeable future. We intend to complete our thorough appraisal of our safety processes at Alton Towers in the near future and plan to re-open the Park to the public in the next few days.

Nick Varney, Chief Executive of Merlin Entertainments, said:

“This has been a terrible experience for everyone involved and one we sincerely regret. Our thoughts remain with those who were seriously injured and we are doing everything we can to support them through this difficult time. It is an accident that should not have happened, and we are determined that it will never happen again.

“Whilst the investigation into the causes is continuing, we have identified a series of additional safety protocols that we are implementing immediately across our multi-car rollercoasters. These will act as an additional safeguard to further strengthen our operating and safety standards. This has been a devastating experience, and we are committed to learning the lessons from it.”

Media enquiries

Tulchan Communications **020 7353 4200**
Stephen Malthouse

Chris Hughes
Victoria Huxster

Notes to Editors

The rides withdrawn from service are:

Dragon's Fury (Chessington World of Adventures)

Rattlesnake (Chessington World of Adventures)

<http://www.merlinentertainments.biz/>