



Safety document for the playrooms on board

Gabriella, Viking Cinderella, Viking Grace,
Viking Glory and Viking XPRS

VIKING LINE

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1. Introduction

This Safety Document has been prepared for the playrooms on board Viking Line's vessels M/S Gabriella, M/S Viking Cinderella, M/S Viking Grace, M/S Viking Glory and M/S Viking XPRS.

Under the Act Amending the Consumer Safety Act (1510/2015, Section 7), a service provider offering services of this nature is required to prepare a Safety Document containing a plan for hazard identification and risk management, as well as information on these matters for those involved in providing the service.

As Viking Line operates several vessels with similar playroom facilities, this Safety Document covers the playrooms on all Finnish-flagged vessels in a single document. Any vessel-specific deviations are described separately where applicable.

The service provider must identify any hazards associated with the service before it is made available. The requirement to identify hazards applies to all providers of consumer services. The purpose of hazard identification is to determine the factors or situations that may pose a risk to the health, safety or property of participants or other people. At the same time, the service provider must assess whether the current level of safety is adequate and determine what measures, if any, are required to improve safety.

This document sets out the factors affecting the safety, maintenance and operation of the permanent playrooms on the vessels mentioned above. An essential element of playroom maintenance is the daily inspection carried out by the crew, together with the annual inspection programme. These inspections form the basis for future procurement of materials and for repair and maintenance planning. Each vessel's records of accidents, incidents and risk assessments in the company's Deviation Reporting System constitute an important part of the overall safety management process.

2. Responsible for safety

2.1 Service provider details

Viking Line Abp
Norragatan 4
AX-22100 Mariehamn, Åland

2.2 Responsible on each vessel

befalhavare.gabriella@vikingline.com

befalhavare.grace@vikingline.com

befalhavare.glory@vikingline.com

befalhavare.cinderella@vikingline.com

befalhavare.xprs@vikingline.com

As several Masters serve on each vessel and rotation between vessels is continuous, the persons responsible for safety can be reached daily through the same contact details, regardless of who is on duty.

If required, the Master can also be contacted during office hours through Viking Line's Head Office, switchboard +358 18 270 00.

3. Hazard identification (and consequences)

Playrooms on board Viking Line vessels are equipped with signage outlining the rules and expected behaviour to help minimise potential hazards.

As the Play Leader's duties as children's Programme Host do not require a continuous on-site presence around the clock, but only during organised activities and cleaning, are the playrooms closed overnight and reopened in the morning. During cleaning and prior to closing, the Play Leader inspects the facilities to identify any repair requirements or other potential risk factors.

The playrooms are also inspected annually by qualified companies such as Leikki-turva Oy and Taggen Ab. Any identified hazards or risk factors are promptly addressed in accordance with the inspection report submitted to the Master following the inspection.

Risk Assessment of Potential Incidents:

Item	Risk / Likelihood	Consequence	Action
Damage to play equipment or fittings	Possible	Accident or injury	Area is cordoned off or closed; damaged item is removed or repaired
Misuse of equipment	Possible	Falls, accidents	Guidance provided; safety considerations incorporated into the design
Vandalism	Likely	Damage to equipment, accidents	Regular inspections and repairs
Illness, waste and bodily waste	Possible	Infection, illness	Inspection, cleaning and temporary closure
Medical emergency	Possible	Serious injury	Contact the ship's nurse
Conflicts between children	Possible	Cuts, bruises	Locate parent/guardian and contact the ship's nurse
Disruptive behaviour by children	Likely	Disturbances, conflicts, misunderstandings, disputes	Locate parent/guardian, resolve the situation and remove the children from the area

4. Safety measures for eliminating hazards and preventing dangerous situations

In the event of an accident or hazardous situation, the incident is reported through the company's internal reporting system, the Deviation Reporting System. The report records the date, time, description of the incident, location, actions taken, follow-up measures and the name of the person submitting the report. Where necessary, the report may be shared with relevant parties and authorities.

The playrooms and ball pits are equipped with signs instructing children not to throw balls or bring toys or other objects into the ball pit. The age limit for use of the ball pit is clearly displayed.

Parents and guardians are encouraged to supervise their children and to report any damage or hazards to the Information Desk or the Playroom Supervisor upon discovery. As the Playroom Supervisor is not permanently present, a fact which is communicated both in the cruise programme and in the playrooms, parents and guardians are expected to take responsibility for their children's activities.

5. Instructions on the event of accidents or injuries

A sign containing instructions on how to proceed in the event of an accident or injury (Sign 1) is displayed in the playrooms. Customers are primarily instructed to contact the nearest member of staff, the Information Desk or the Playroom Supervisor, if present. In all cases, the person receiving the report should assess the situation and decide which department should be contacted in order to handle the matter as quickly and effectively as possible.

In cases involving disruptive behaviour, vandalism, fighting or similar incidents, the vessel's security staff shall be contacted. In the event of accidents, injuries or illness, the ship's nurse shall be contacted, while damaged play equipment, furniture or other facilities shall be reported to the vessel's maintenance personnel.

If a toileting accident occurs in the ball pit or playroom, or if a child is sick in a public area, the housekeeping team shall be contacted. If the situation requires assistance from external parties, such as authorities, service providers or emergency services, the manager of the relevant department or the Master of the vessel shall contact the appropriate authority or organisation.

Customers can assist by remaining calm, ensuring that staff have unobstructed access to the scene of the incident or the injured person, and helping to prevent other passengers from blocking access routes. If equipment or furnishings have become damaged and present a safety risk, passengers may help by ensuring that the item is not used until assistance arrives.

6. Requirements for the maintenance and repair of playroom facilities and equipment

As mentioned previously in Section 3, the playroom facilities are inspected daily by the Playroom Supervisor during cleaning and at closing time. If necessary, the vessel's maintenance personnel are contacted, and any damaged equipment is repaired as soon as possible or removed if repair is not feasible. If equipment or facilities require inspection or repair by an external service provider, the service provider shall be contacted and the area concerned shall be cordoned off or closed until the repairs have been completed.

When the introduction of new equipment is being planned, specialists shall be consulted to ensure that the proposed equipment is suitable for the playroom environment and that all applicable safety requirements are met.

An annual inspection of the playroom facilities is commissioned by each vessel and carried out by Leikkiturva Oy or Taggen Ab. During these inspections, both existing and newly installed equipment are examined. Inspection records and documentation relating to potential future acquisitions are retained for future reference and review by the relevant personnel.

6.1 Sign 1: Safety instructions for the playrooms

Safety instructions for the playrooms

- In urgent situations, please contact the Information desk or the Playroom Supervisor.
- Report any damaged equipment to the Playroom Supervisor or the Information desk.
- Do not leave your child unattended in the play area. Children remain the responsibility of their parents or guardians.
- Do not throw balls in the ball pit or throw toys in a manner that could cause injury to others.



7. Introduction and safety training for relevant personnel

All Playroom Supervisors receive workplace introduction upon commencement of employment. This introduction is conducted by the Cruise Manager and includes an introduction to the workplace, onboard procedures and the job description of the Playroom Supervisor. The introduction also includes safety training, during which employees are informed of the location of safety equipment such as fire extinguishers, environmental responsibilities, procedures for requesting assistance, and the use and operation of personal pagers, telephones and, where applicable, walkie-talkies.

The competency requirements for employment as a Playroom Supervisor include a good command of both Finnish and Swedish. Knowledge of additional languages is considered an advantage. In addition to language skills, employees must have successfully completed all safety training required by the authorities and the company.

The crew participate in regular drills onboard and training exercises at maritime safety training centres ashore to maintain and develop their safety competencies.

8. Conditions restricting the use of the playrooms

There are only a limited number of situations in which the playrooms are not available for use. If a vessel is chartered for a special cruise on which no children are expected to travel, the playrooms may be closed to prevent access by adult passengers. The playrooms are also closed during the night to prevent disturbance or misuse by adult passengers.

In cases of exceptionally rough seas, it may be necessary to close the playrooms to prevent children from becoming unwell and being sick in the facilities, or if an incident has occurred in the ball pit requiring the ball pit balls to be cleaned.

Each vessel determines individually whether there is a need to restrict the use of the playrooms during periods of heavy seas. As mentioned previously, the playrooms may also be closed if play equipment or facilities have been damaged and require extensive repairs.

9. Safety in relation to facility capacity and passengers with special needs

The size and number of playrooms vary considerably between vessels. Play areas and planned activities organised by the Playroom Supervisor are generally designed to accommodate larger numbers of children. As the number of participants in an activity may be difficult to predict, the Playroom Supervisor shall assess, prior to the activity, whether the programme should be relocated to a larger venue or adapted to an activity requiring less space.

Age limits apply to certain activities and to the use of the ball pits. These restrictions help ensure that children can be divided into smaller groups, allowing the available space to be used safely and effectively. If booking figures for a cruise indicate that more than 150 children will be travelling, additional Playroom Supervisors shall be assigned.

Access to the play areas has been designed to allow people with reduced mobility to enter and leave without difficulty, and the playrooms include unobstructed floor space to accommodate mobility aids where required. However, it is ultimately the responsibility of parents or guardians to determine whether their child can participate in the activities and whether the child can safely enter and exit the ball pit, which is often accessed via several steps before reaching the ball area.

9.1 Temporary play areas during school holidays

During school holiday periods, additional areas for children and young people are brought into use due to increased passenger numbers. During the summer season, the entire conference area on all vessels is transformed into a family-oriented activity area.

On some vessels, additional spaces may also be adapted for use by children, young people and families. The same safety instructions and documentation apply to these temporary play areas as to the permanent playrooms. Leikkiturva Oy and Taggen Ab inspect these temporary facilities and document any risks or required modifications, all of which must be addressed before the areas are opened to passengers.

10. Necessary measures to ensure the safety of persons other than customers

All crew members receive safety training and practice both their own emergency duties and those of other crew members monthly in order to respond effectively to a variety of situations and incidents. Working onboard is not permitted without the required safety training and drills.

Guest children's entertainers, who perform on an occasional basis, receive workplace introduction from the Cruise Manager to ensure that they understand the procedures to follow in the event of an accident occurring during a performance or while present in the play areas.

11. Recording of accidents and injuries and fulfilment of the notification obligation

(Act on the safety of consumer services 185/2025, chapter 2, section 10)

Accidents, injuries, incidents involving damage, and acts of vandalism are recorded by the supervisor responsible in the company's Deviation Reporting System.

Accidents treated by the ship's nurse or paramedic are recorded by the attending healthcare professional. Cases involving vandalism, violence or compensation claims are recorded by the Security Manager, while repairs, cleanliness-related matters and similar issues are recorded by the Cruise Manager. Each incident is documented in detail, including the measures taken and any follow-up actions required.

The Master of the ship shall be informed where necessary, and the relevant authorities shall be contacted in accordance with the Master's decision. This reporting process contributes to the prevention of similar incidents in the future.

12. Provision of information about service to customers and staff

(Act on the safety of consumer services 185/2025, chapter 2, section 7, subsection 4)

Staff are informed of any changes to the service during departmental meetings. Such changes are documented and communicated to the relevant personnel. New employees are informed through the workplace introduction.

Sudden or temporary changes are communicated through notices displayed in the play areas in addition to the standard safety and rules signage.

The Safety Document published on the company's website is updated whenever necessary and is available around the clock to both customers and staff.

In Swedish:

[Vikingline.fi/sv-fi/hitta-resa/bra-att-veta/barn/](https://vikingline.fi/sv-fi/hitta-resa/bra-att-veta/barn/)

[Vikingline.ax/hitta-resa/bra-att-veta/barn/](https://vikingline.ax/hitta-resa/bra-att-veta/barn/)

[Vikingline.se/min-bokning/bra-att-veta/lekrumskotrum/](https://vikingline.se/min-bokning/bra-att-veta/lekrumskotrum/)

In Finnish:

[Vikingline.fi/valitse-matka/hyva-tietaa/lapsille/](https://vikingline.fi/valitse-matka/hyva-tietaa/lapsille/)

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