



Character Visit Method Statement

Setting Standards for Safety & Excellence in Mascot Visits

At Blue Duo Events, the safety, wellbeing, and enjoyment of our clients and their guests is our highest priority. Our mascot visits are designed to create magical, memorable experiences while maintaining robust safety, safeguarding, and operational standards.

Mascot costumes, while engaging and entertaining, present unique considerations relating to visibility, heat, mobility, and interaction with children and vulnerable individuals. This method statement outlines the procedures and control measures we follow to ensure mascot visits are delivered safely, professionally, and responsibly from arrival through to departure.

This document complements our risk assessments and reflects our commitment to safeguarding, health and safety, and continuous improvement.

1. Purpose

The purpose of this method statement is to outline the procedures and safety measures Blue Duo Events follows when delivering mascot visits. It ensures that all mascot appearances are carried out safely, with appropriate safeguarding, supervision, and risk control measures in place.

2. Scope

This method statement applies to all mascot and character visits provided by Blue Duo Events, including but not limited to:

- Children's birthday parties
- Weddings and family celebrations
- School and nursery visits
- Community and public events
- Corporate and promotional events

It covers staff responsibilities, setup, operation, safeguarding, emergency procedures, and post-event processes.

3. Responsibilities

Event Coordinator

- Oversees booking details and client communication
- Ensures appropriate staffing levels and safeguarding measures are in place

Mascot Performer

- Delivers character interactions safely and professionally
- Follows all safety and safeguarding guidance
- Signals immediately to staff if assistance or safeguarding support is required

Handler / Supervisor

- Accompanies the mascot at all times
- Manages crowd interaction and safety
- Acts as the point of contact for parents, organisers, or venue staff



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4. Procedures

4.1 Pre-Event Planning and Communication

- Obtain event details including location, indoor or outdoor setting, duration, and expected number of attendees
- Identify any specific risks, access issues, or safeguarding considerations
- Confirm supervision arrangements with the client or organiser

4.2 Arrival and Setup

- Staff arrive in sufficient time to assess the environment
- Mascot costume inspected prior to use to ensure safe condition
- Clear performance and rest areas identified
- Fire exits and emergency procedures confirmed

4.3 Mascot Interaction and Supervision

- Mascots are accompanied by a handler at all times
- Physical interaction limited to safe activities such as waving, high-fives, and photographs
- Mascots do not lift children or engage in rough play
- Parents or guardians remain responsible for supervising children during the visit

4.4 Safeguarding Procedures

- The majority of Blue Duo Events staff hold enhanced DBS checks
- Any staff member without a DBS check will always be accompanied by a DBS-checked staff member
- Non-DBS staff are trusted individuals personally known to the business and are never left unsupervised
- Mascots do not engage in private or unsupervised interactions
- If a disclosure is made to a mascot, the mascot raises a hand to alert the supervising staff member
- All safeguarding concerns are passed to the event organiser and, where appropriate, children's services or relevant authorities

4.5 Heat Management and Breaks

- Regular breaks provided, typically every 20–30 minutes depending on conditions
 - Access to water and a cool rest area at all times
 - Performers monitored for signs of overheating or fatigue
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5. Health and Safety Measures

- Safe manual handling techniques used when transporting costumes
- Appropriate footwear worn inside mascot costumes
- Care taken to avoid trip hazards, uneven flooring, or restricted spaces
- Mascots kept away from candles, BBQs, sparklers, fireworks, and heat sources

6. Emergency Procedures

- In an emergency, mascot head removed immediately to allow clear vision
- Staff follow venue evacuation and emergency procedures
- First aid assistance sought where required
- Blue Duo Events contact number available for immediate support

7. Post-Event Procedures

- Costume removed safely and packed for transport
- Visual inspection carried out for any damage
- Costumes cleaned and sanitised before storage
- Any incidents or near misses recorded for review

8. Review and Continuous Improvement

This method statement is reviewed annually or sooner if:

- An incident or near miss occurs
- There is a change in working practices
- Updated safeguarding or health and safety guidance is issued

Feedback from clients and staff is encouraged to support ongoing improvement.

Approval

Approved by:

Matt Morton

Co-Owner

Blue Duo Events