

# Thanington Neighbourhood Resource Centre

Thanington Road, Canterbury, Kent, CT1 3XE, Tel: 01227 767720

[info@thanington.org](mailto:info@thanington.org)

[www.thaningtonnrc.co.uk](http://www.thaningtonnrc.co.uk)

## Conditions of Use

**Please ensure you have read and understood the following conditions before signing a booking form.**

**Responsibility:** The person or organisation hiring the premises are responsible for any accidents or damage which may occur during the booking. Users must take the necessary arrangements with regard to the appropriate insurance and licenses to cover their activities and meetings. (You will be asked to provide a copy.)

**Booking Times:** These must be strictly adhered to in order that other groups/users are not inconvenienced. The room/s are available for the time shown on your booking form. Any extension may incur additional charges. Changes may not be possible unless previously agreed with a member of Centre staff.

**Amendments or Cancellation:** If you no longer require the use of the Centre, or there is an alteration of numbers, please give the Centre at least 48 hours' notice, otherwise you will be charged (unless there are extenuating circumstances). A notification of less than 48 hours will incur a 50% cancellation fee and a charge for any outlaid catering costs. For the failure to attend without any notification you will be charged the full costs of the booking. Please give your notice via email to [info@thanington.org](mailto:info@thanington.org), or by telephone on 01227 767720.

Should Centre staff need to make any amendments to your room booking, we reserve the right to offer alternative facilities/services without prior notice. This will not relieve the hirer of their obligations as to the payment of the appropriate fee.

**Health & Safety:** You must read and familiarise yourself with emergency procedures, fire appliances and exits, and observe all health and safety regulations. (Emergency Evacuation Procedure sheet attached). Please read the notices and do not lock or block any of the fire exits. Fire drills will be undertaken from time to time, please evacuate the building whenever the alarm sounds; do not assume it is a practice. Groups must hold a register of users for every session held in the Centre (you may be asked to provide registers for monitoring and funding purposes).

**First Aid:** First aid kits and body fluid cleaning supplies are located in reception, however, regular user groups are expected to provide their own first aid supplies especially if your group meets outside the Centre's opening hours. If the Centre's first aid supplies are used you must inform a member of the Centre staff, in order to replenish stock. No charge is made for this facility.

**Accidents:** In the event of an accident it must be entered either in the group's own accident book or in the Centre accident book. All accidents must be reported to the Centre office within 24 hours and the appropriate documentation completed as soon as possible following the incident.

**Smoking:** Please note, by law, smoking is not permitted anywhere in the building and, that smoking outside the Centre must be away from the main entrance. Please use the butt bins provided when discarding any cigarettes.

**E-Cigarettes:** The use of e-cigarettes is not permitted anywhere in the building.

**Drugs & Alcohol:** Drugs are not permitted in the Centre at any time, unless prescription drugs, please inform a member of staff if you have any such drugs on the premises. Alcohol is not permitted without the express permission of the Centre Manager.

**Electrical Appliances:** All electrical appliances must be safety checked annually. If you use or store electrical items at the Centre please inform the Centre staff.

### UNDER 18's

In addition to the general conditions of hire and all legislation regarding children and young people, there are additional conditions that apply to users whose members are under 18 years of age.

**Supervision:** Quality supervision is required at all times. You will require a minimum of 2 adults to cover emergencies and there must be at least 1 adult supervising each room or space being used. The children and young people must know who the supervising adults are. The adults must familiarise themselves with all emergency procedures, including the location of telephones, first aid facilities and fire exits. Please note **children are not allowed in the kitchens unsupervised.**

### CARE OF PREMISES

**Equipment:** Please take care of all Centre equipment (e.g. tables, chairs, toys, and kitchen and sports equipment) and ensure all equipment used is cleaned and put away at the end of each session. It is important to note that users use and store their own equipment at their own risk.

**Storage:** Please ensure all cupboards are locked after use, keys returned to reception and that all storage space is left clean and tidy at the end of each session.

**Damage:** You must report any damage discovered or caused by your group to Centre staff within 24 hours. If your group is found responsible, please note you will be charged for repairs or replacement.

**Cleanliness:** Cleanliness is essential. All users are responsible for cleaning up after their session, this includes sweeping the floor, emptying the bins, ensuring the sink is clean and tidy, tables are cleaned and toilets are checked. Please note that cleaning charges may be incurred if areas, equipment or furniture are left unclean.

**Food & Drink:** All food must be prepared in the agreed area. Refreshments should only be taken in the designated areas. It may be possible to use the café kitchen (if agreed at time of booking). Please ensure all food areas are cleaned thoroughly after use.

**Notice Boards:** Users are welcome to display information or publicity materials in the Centre, however, the Management Committee reserves the right to remove anything that proves offensive to other users.

**Car Parking:** This facility is free of charge and allocated on a first come first served basis. Users park at their own risk and are advised not to leave possessions on view. Please respect the designated blue badge spaces and leave the car park quietly after late sessions.

**Out of Hours:** For bookings that fall outside of the normal opening hours and where there are no Centre staff present, users must ensure that they have their own phone available as the office will be locked. You will be provided with an entrance gate key which must be used to keep the gate locked at all times for security reasons. If your booking should finish early for any reason please use the emergency numbers displayed, in order for a member of staff to come and lock up. Under **NO** circumstances should the gate be left open or the building left unattended.

**Other Users:** More than one group often uses the facilities at any one time. Please respect others using the premises.

**Complaints & Compliments:** We wish to provide the best possible service to our users and we welcome any comments or complaints you may wish to make concerning staff conduct, the facilities, or the use of the building. Please supply them in writing if possible and the Management Committee will investigate them where appropriate. We would like to know any improvements we can make if standards are lower than they should be, or if you think any aspects of the service are particularly high or valuable.

**Rights & Sanctions:** In the unlikely event that one or more of these conditions are breached a series of warnings will be issued to the Centre user. A written warning and then a final written warning will follow three verbal warnings. After this, the Management Committee may then consider a fixed term ban. In the event of a serious offence, emergency, or breach of policy it may be necessary to by-pass this system and action may be taken by the Centre Manager and three members of the Management Committee. The Management Committee reserves the right to refuse any letting. Groups may appeal this decision.

**Payment:** Payment for room hire and services provided must be made within 30 days of the date of the invoice. Invoices will be sent after the booking has been held, unless other arrangements are agreed with the Centre Administrator. Cheques should be made payable to 'Thanington Resource Centre'. Payment by BACS is also acceptable as long as a remittance advice is provided detailing the invoice number.

*\* Please note we have a separate policy for social gatherings, parties & public meetings.*

**Thanington N.R.C. Management Committee**  
**May 2020**

Thanington Neighbourhood Resource Centre

**EMERGENCY EVACUATION PROCEDURE**

**IF YOU DISCOVER A FIRE, or for any emergency situation such as a bomb threat**

- **Immediately** operate the nearest alarm call point.
- If fire is containable (i.e. no bigger than a waste bin) attack fire, if possible, with appropriate appliance provided but without taking any personal risk.

**ON HEARING ALARM**

- The nearest available adult will call the Fire Brigade **immediately**.
- Lift receiver and dial **999**.
- Give operator your telephone number and ask for FIRE (or appropriate emergency service).
- When fire brigade replies give call distinctly.

**FIRE AT:** Thanington Neighbourhood Resource Centre  
Thanington Road  
Thanington Without  
Canterbury  
**CT1 3XE**

Telephone: **01227 767720**

**DO NOT REPLACE RECEIVER UNTIL ADDRESS HAS BEEN REPEATED  
BY THE FIRE BRIGADE**

- Leave building and report to person in charge at assembly point at **Centre car park – far end**.
- The Centre staff will take charge of any evacuation and ensure that no one is left in the building.
- In the event of the Centre staff being unavailable, the group organiser/leader will ensure that no one is left in the building.

**ALWAYS USE NEAREST AVAILABLE EXIT**

**DO NOT STOP TO COLLECT PERSONAL BELONGINGS**

**CHILDREN IN THE CRECHE WILL BE EVACUATED BY STAFF, DO NOT RETURN  
FOR THEM YOURSELF**

**DO NOT RE-ENTER THE BUILDING**

**ON HEARING ALARM, ALWAYS ASSUME THE FIRE IS REAL**

**ALWAYS CALL EMERGENCY SERVICES IMMEDIATELY TO EVERY  
FIRE, SUSPICION OF FIRE or any EMERGENCY SITUATION**