

# 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** make the necessary arrangements with regard to the appropriate insurance and licenses, and risk assessments where necessary 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 **by the nearest exit** 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 at the Centre it must be entered either in the group's own accident book and 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 and vaping are not permitted anywhere in the building and that smoking outside the Centre must be away from the main entrance. Please dispose of cigarettes responsibly.

**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 portable electrical appliances must be safety checked annually. If you or your group 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 to move around the building alone, or 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.

**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 Trustees reserve 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 only. Centre 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.

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

**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 Trustees 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 Trustees 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 Trustees. The Trustees reserve the right to refuse any letting. Groups may appeal this decision via the Complaints Procedure.

**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. We accept cash and 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. We do not offer card payments at this time.

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

**Thanington N.R.C. Trustees**  
August 2023

## **Thanington Neighbourhood Resource Centre** **EMERGENCY EVACUATION PROCEDURE**

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

- **IMMEDIATELY** operate the nearest alarm call point
- **CLOSE** all doors and windows if possible & safe to do so.
- **Follow the Evacuation Procedure**

### **Evacuation Procedure:**

- **LEAVE** the building by the nearest clearly marked **FIRE EXIT**
- **Do NOT panic.**
- **GO DIRECTLY** to the assembly Point at the **FAR END OF THE CAR PARK**
- **Centre staff** will take charge of the evacuation procedure and ensure no one is left inside the building.
  - Tutors and group leaders should evacuate their group via the nearest FIRE EXIT and if possible rollcall and account for their attendees at the assembly point.
- The nearest member of staff/adult will call the Fire & Rescue Services **immediately.**
- **CALL 999**
- Ask for **FIRE** (or appropriate emergency service)
- State Clearly: **FIRE AT:**  
**THANINGTON RESOURCE CENTRE**  
**Thanington Road, Canterbury**  
**CT1 3XE** (Charlie, Tango 1, 3 X-ray, Echo)

**DO NOT REPLACE RECEIVER OR END CALL UNTIL THE ADDRESS HAS BEEN REPEATED BY THE OPERATOR.**

- **ALWAYS USE THE NEAREST FIRE EXIT**
- **DO NOT STOP TO COLLECT PERSONAL BELONGINGS**
- **CLOSE ALL DOORS AND WINDOWS BEHIND YOU (if safe to do so)**
- **DO NOT RE-ENTER THE BUILDING UNTIL TOLD TO DO SO**
- **ALWAYS ASSUME THERE IS A REAL EMERGENCY**
- **ALWAYS CALL THE EMERGENCY SERVICES ON 999 - IMMEDIATELY**

**ON HEARING ALARM, ALWAYS ASSUME THE FIRE IS REAL.**  
**ALWAYS CALL EMERGENCY SERVICES IMMEDIATELY TO EVERY FIRE, SUSPICION OF FIRE or any EMERGENCY SITUATION**