

The Pavilion

Hirer's Guide

Everything you need to know before, during and after your booking



Version 1.0 | August 2026 | Version for Users

Dolphins Recreation Centre | Registered charity number: 1201602

Read this first

The Pavilion is a community facility run by the Dolphins Recreation Centre, a charity which aims to establish and run a village hall and recreation ground for the benefit of the inhabitants of the Parish of Tetbury, Tetbury Upton and surrounding area. Please help us keep it safe, welcoming and affordable for everyone who uses it.

The responsible hirer

The person named on the booking is the responsible hirer and must be present throughout the booking unless Dolphins Recreation Centre has agreed an alternative in writing. They must ensure that guests, instructors, performers, suppliers and contractors follow this guide and use only the areas and facilities included in the booking.

Access is permitted only during the booked period. Your booking time must include setting up, clearing away and securing the building before you leave.

Essential information

Venue	The Pavilion, Dolphins Recreation Centre
Address	The Pavilion, Dolphins Recreation Centre, New Church Street, Tetbury, Gloucestershire, GL8 8DS
Routine enquiries	contact@dolphinshall.org
Urgent contact during a booking	David Hobson – 07740 190403
Emergency	Call 999 and give the venue address above
Fire assembly point	Adjacent to the Bowls Club in the New Church Street car park

Maximum occupancy

Front Section	66 people
Rear Section	120 people
Both sections combined	180 people

Capacity includes everyone

The occupancy limit includes the hirer, guests, children, staff, volunteers, performers and contractors. Do not exceed the limit stated for the area you have booked.

Contents

Read this first	2
Essential information	2
Maximum occupancy	2
Before your booking	5
Your booking and permitted use	5
Insurance and responsibility	5
Music and entertainment	5
Children and adults at risk	5
Activities requiring prior written approval	5
Getting there, parking and access	6
Finding the Pavilion	6
Parking	6
Keys and key safes	7
Security alarm	8
Security and CCTV	10
Using the building	10
Bar and alcohol	10
Kitchen	10
Lighting, heating and ventilation	11
Wi-Fi	11
Furniture and equipment	11
Decorations and protecting the building	11
Toilets and baby changing	12
Outside areas, smoking and considerate use	12
Fire and emergency procedures	12
If you discover fire or smoke, or the alarm sounds	12
First aid, accidents and damage	13
First aid	13
Hazards, spillages and near misses	13
Damage and existing problems	13
Cleaning and leaving	14
Cleaning and waste	14

Setting the alarm and returning the key..... 14

Lost property..... 14

User checklists..... 15

 When you first enter 15

 Before guests arrive 15

 Before you leave 15

Before your booking

Make any special arrangements in advance. Do not assume that an area, item of equipment or activity is included unless it appears in your booking confirmation.

Your booking and permitted use

1. Use only the room or rooms, facilities and equipment included in your booking confirmation.
2. Tell us in advance if the nature, layout or expected attendance of your activity changes.
3. Do not sublet the booking or allow another organisation to take over the premises without written agreement.
4. The partition between the sections will be prepared for you where both rooms have been booked. Do not attempt to open, close or move it yourself.

Insurance and responsibility

Dolphins Recreation Centre maintains insurance for the building and its own activities. This does not automatically insure the hirer, their activity, equipment, suppliers or liabilities. The hirer must arrange any insurance appropriate to their event or activity and provide evidence if requested.

Music and entertainment

The current venue arrangements include a PRS licence for music playback. Tell us before booking if your event will include recorded or live music, dancing, a DJ, performances or any other entertainment. The activity must remain within the permissions, times and conditions that apply to the premises, including any noise restrictions.

The hirer is responsible for ensuring that performers and suppliers use safe equipment, keep cables and equipment clear of escape routes and follow any instructions given by Dolphins Recreation Centre.

Children and adults at risk

Dolphins Recreation Centre does not provide supervision for private bookings or activities run by external organisations. The hirer or activity organiser is responsible for appropriate supervision, safeguarding arrangements, permissions and checks for their activity. Children must be supervised at all times during the booking.

Activities requiring prior written approval

Do not bring or use any of the following unless the trustees have approved it in writing before the booking:

1. candles, naked flames, pyrotechnics or other ignition sources;
2. smoke, haze or fog machines;
3. inflatable equipment, temporary structures or large play equipment;
4. portable gas appliances, cooking equipment or high load electrical equipment;

5. confetti, glitter or similar materials that are difficult to remove;
6. animals, other than assistance dogs; or
7. any unusual activity, equipment or substance that may create additional risk or damage.

Getting there, parking and access

Finding the Pavilion

From the New Church Street car park, follow the path to the right and continue past the gate. The initial entrance for both sections is at the rear of the building. Initial access to the Front Section is through the kitchen entrance; access to the Rear Section is through the door to its right.



Parking

Register within 15 minutes

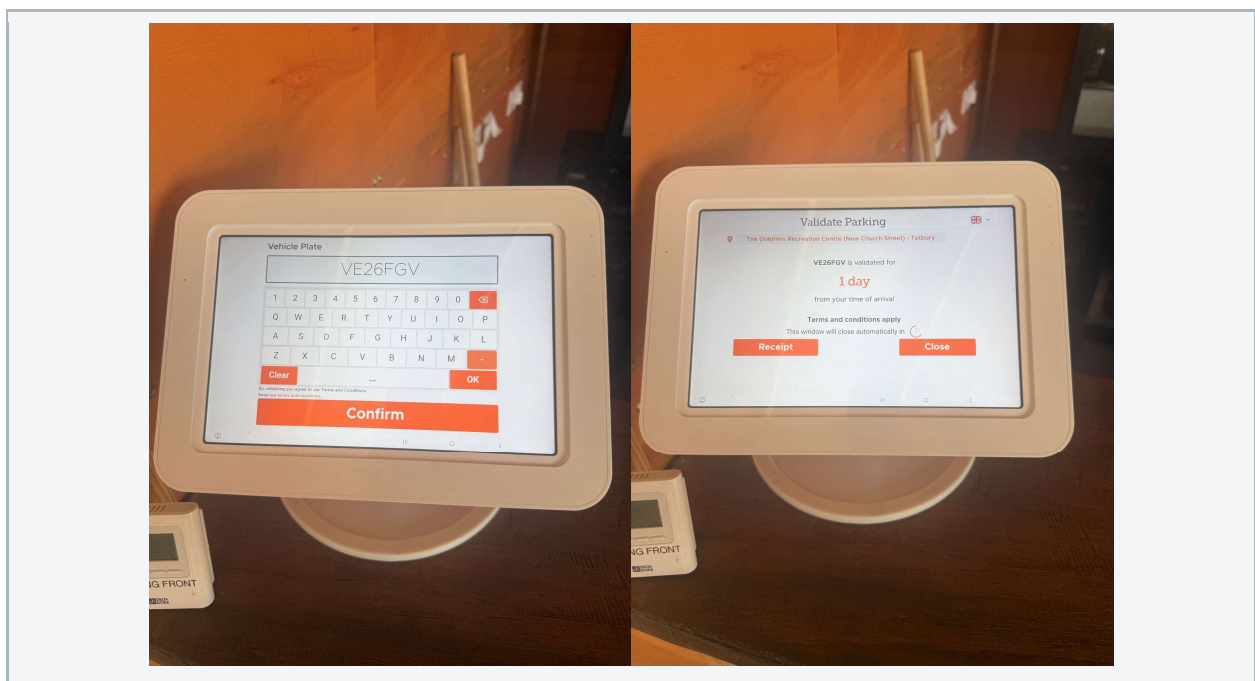
Free parking for Pavilion users is available in New Church Street Car Park only. **Register every vehicle at a terminal inside the building within 15 minutes of arrival.** Late registration is not valid and may result in a Parking Charge Notice (PCN).

1. Enter each vehicle's registration number carefully at one of the approved terminals and check that the registration has been accepted. Terminals are located on the bar (for bookings of the Front Section) or in the main entrance area (for bookings of the Back Section).
2. The Pavilion's terminals do not cover Hampton Street Car Park. Anyone parking there must pay in accordance with that car park's signs and payment instructions; registering at a Pavilion terminal will not prevent a PCN.

3. If the terminal is unavailable or an error occurs, email the vehicle registration, booking name and booking date to contact@dolphinshall.org within 24 hours of the end of the booking. Keep a copy of the email.
4. Parking spaces are not reserved and are available on a first-come, first-served basis.
5. Vehicles and their contents are left at the owner's risk.
6. Do not obstruct gates, emergency exits, access routes or the route needed by emergency vehicles.

Parking Charge Notices and appeals

Dolphins Recreation Centre does not operate either car park and cannot cancel, appeal or otherwise intervene in a PCN. **To challenge a PCN, contact Smart Parking directly using the appeal instructions and contact details shown on the notice.**



Keys and key safes

The named hirer will receive the relevant key safe code with their access details. The code is for the named hirer only and must not be published or shared more widely than necessary.

1. Locate the key safe for the section you have booked.
2. Enter the code, remove the key and close the key safe.
3. Scramble the combination immediately so that the code is not left visible.
4. Keep the key secure throughout the booking.



Security alarm

The alarm code is different from the key safe code

The alarm code will be sent with the access details. Keep it secure and do not share it with guests.

1. Open the flap on the front of the alarm keypad.
2. Either enter the PIN provided in your booking confirmation email or present the black tag attached to the key taken from the key safe.
3. Once the alarm has been unset, close the flap and continue into the building.

For the Front Section, the key pad is located immediately to your right as you enter:



For the Back Section, the key pad is located immediately to your left as you enter:



Security and CCTV

CCTV operates in designated areas of and around the building for the purposes of security, preventing and detecting crime, and protecting people and property. Dolphins Recreation Centre is responsible for the CCTV system and the personal information it records. CCTV signs are displayed at the premises.

Further information about the areas covered, how footage is used and retained, and how to exercise your data protection rights is available in our CCTV/privacy notice by contacting contact@dolphinshall.org.

Using the building

Bar and alcohol

The bar must be booked separately

The bar is available only where it has been separately booked and confirmed. Where bar service has been booked, it may be operated only by people authorised by Dolphins Recreation Centre. There is no self-service.

If the bar has not been booked, hirers and guests must not enter or use the working area behind the bar, except solely to pass directly through the designated route to and from the kitchen. Do not touch or use the pumps, optics, fridges, stock, glassware, equipment or storage behind the bar. The responsible hirer must ensure that guests, including children, comply.

Alcohol must not be sold, supplied or otherwise provided at the premises unless this has been agreed with the trustees in writing before the booking. Sufficient notice must be given if additional licensing is required.

Kitchen

The Front Section has access to a small kitchen with a kettle, sink, dishwasher, cups, crockery, cutlery, fridge and freezer. Access to the kitchen requires users to pass through the bar area; unless the bar has been booked, use this route only to walk directly to and from the kitchen.

1. Provide your own food, drinks, tea towels, dishwasher tablets and other consumables.
2. Use only the kitchen equipment included in your booking and follow any instructions displayed.
3. Clean, dry and return all items to the place where you found them.
4. Do not leave anything in the dishwasher at the end of the booking.
5. Remove all food and drink that you brought, including items placed in the fridge or freezer.
6. Wipe down surfaces and leave the sink, dishwasher, fridge and floor clean.

Lighting, heating and ventilation

Lighting	Labelled switches are beside the entrance on the left of the Rear Section entrance and to the left of the entrance into the kitchen for the Front Section.
Heating	Infra-red heaters warm people rather than the air. Labelled controls are on the wall in each section.
Ventilation	Windows may be opened for ventilation using the keys provided. The bi-fold door and bi-fold window can also be opened fully; lift the securing clips before opening them. Do not force any handles, hinges or clips. Before leaving, close and lock all windows and the bi-fold door, refasten the securing clips and return the window keys to their original location

Wi-Fi

Wi-Fi is available to support activities such as a DJ, class instructor or event organiser. It is not intended as public Wi-Fi for every attendee. Network name: Pavilion. The password will be supplied separately to the named hirer where required; do not display or distribute it to all guests.

Furniture and equipment

Move furniture carefully, keep all escape routes clear and return everything to the agreed layout and storage location before leaving. Do not drag tables, chairs or equipment across the floor.

Within the Front section there is:

- 60 chairs
- 4 round tables

Within the Back section there is:

- 92 chairs
- 5 round tables
- 11 rectangle tables

Decorations and protecting the building

Do not attach anything to the partition wall

Nothing may be attached to the partition wall under any circumstances.

1. Blu Tack or a similar removable product may be used only on the designated wooden wall surfaces.
2. Do not use drawing pins, nails, staples, Sellotape, glue or anything likely to mark or damage a surface.
3. Remove all decorations and adhesive residue before leaving.

4. Do not cover signs, alarms, call points, CCTV cameras, emergency lighting or fire safety equipment.

Toilets and baby changing

There is one toilet in the Rear Section suitable for disabled users and two toilets in the Front Section, one of which is suitable for disabled users. Both accessible toilets have emergency pull cord alarms. If an alarm is activated, assist the person first and then press the reset/acknowledge button beside the relevant toilet door.

There are currently no baby changing facilities within either section of the building.

Outside areas, smoking and considerate use

1. Smoking and vaping are not permitted inside the building or on the concrete apron outside.
2. Glasses must not be taken onto the Recreation Ground. Use suitable alternatives where drinks are permitted outside.
3. Keep noise at a considerate level and ensure guests leave quietly, particularly in the evening.
4. Do not obstruct shared paths, neighbouring facilities or access for emergency vehicles.
5. Clean up any litter or spillages associated with your booking, including in areas immediately outside the building.

Fire and emergency procedures

The fire alarm does not automatically call the fire and rescue service. The responsible hirer must ensure that everyone attending knows what to do.

If you discover fire or smoke, or the alarm sounds

1. Activate the nearest fire alarm call point if the alarm is not already sounding.
2. Evacuate everyone through the nearest safe exit. Do not stop to collect belongings.
3. From a safe location, call 999 and give the full venue address: The Pavilion, Dolphins Recreation Centre, New Church Street, Tetbury, Gloucestershire, GL8 8DS.
4. Gather at the assembly point adjacent to the Bowls Club in the New Church Street car park. Keep the route to the building clear for emergency vehicles.
5. Account for everyone and tell the fire and rescue service immediately if anyone is missing or may still be inside.
6. Notify the Dolphins Recreation Centre urgent contact when it is safe to do so.
7. Do not re-enter or reset the alarm until the fire and rescue service or an authorised Dolphins Recreation Centre representative confirms that it is safe.

Evacuation comes first

Do not put yourself at risk. Use firefighting equipment only if you have been trained, it is safe to do so and you have a clear escape route. The fire blanket is located in the kitchen; fire extinguishers are positioned in both sections.

First aid, accidents and damage

First aid

Front Section kit	Kitchen
Rear Section kit	Office
Accident book	Within first aid kits
Defibrillator	Located at The Sports Club (the building to the right of The Pavilion if looking directly at it from the Recreation Ground)

The hirer or event organiser must assess what first aid provision is appropriate for their activity and attendees. The venue's first-aid kits do not replace any additional equipment, trained personnel or arrangements required for the activity.

1. Call 999 immediately for a medical emergency.
2. Record any accident or first aid treatment in the accident book.
3. Email Dolphins Recreation Centre as soon as possible if anything is used from a first aid kit so it can be replaced.
4. Report serious incidents promptly using the urgent contact details.

Hazards, spillages and near misses

Deal with minor spillages promptly and place warning signs where needed. Keep cables, bags, furniture and equipment away from escape routes and places where people may trip. Stop using any damaged or unsafe item and prevent others from using it.

Report any hazard, near miss, electrical fault, water leak, loss of essential services or other concern as soon as possible. Use the urgent contact if the building may be unsafe; otherwise email contact@dolphinshall.org.

Damage and existing problems

The hirer is responsible for taking reasonable care of the building, decoration, fittings and equipment. Photograph and report damage or an unacceptable condition as soon as it is found. If damage occurs during the booking, stop using the affected area or item, make the area safe where possible and contact us promptly.

Cleaning and leaving

Leave the Pavilion ready for the next community user. Allow enough time to complete every task before your booked end time.

Cleaning and waste

All rubbish and recycling from your booking must be removed from the site. The hall must be left clean and tidy, with furniture and equipment returned to the agreed locations.

Cleaning equipment is available in the Rear Section office, the cupboard beside the partition doors in the Front Section and the kitchen.

Additional cleaning costs

As set out in the booking terms, the hirer may be charged up to £100 if additional cleaning or rubbish removal is required following the booking.

Setting the alarm and returning the key

The alarm code is different from the key safe code

The alarm code will be sent with the access details. Keep it secure and do not share it with guests.

1. Open the flap on the front of the alarm keypad.
2. Either enter the PIN provided in your booking confirmation email or present the black tag attached to the key taken from the key safe.
3. Once the alarm has been set, close the flap and leave into the building.

The key should be returned to the key safe it was taken from, and the combination left scrambled.

Lost property

Take all belongings with you. If you find an item that does not belong to your group, leave it in the office if using the Back Section or the kitchen if using the Front Section and email contact@dolphinshall.org with a brief description.

User checklists

When you first enter

Done	When you first enter
☐	Unset the security alarm using the instructions above.
☐	Check that the building is safe and that all fire exits and escape routes are clear.
☐	Locate the fire alarm call points, assembly point and first aid kit.
☐	Identify anyone who may need assistance in an emergency and agree how they will be supported.
☐	Photograph and report any existing damage, unusual condition or unacceptable lack of cleanliness.
☐	Register all relevant vehicles.

Before guests arrive

Done	Before guests arrive
☐	Identify every available fire exit, alarm call point and the assembly point.
☐	Ensure escape routes and final exits are unlocked, unobstructed and immediately usable.
☐	Brief anyone helping to run the event and tell guests how they will be alerted and where to assemble.
☐	Plan how anyone who may need assistance will be supported to evacuate.
☐	Maintain an appropriate way of accounting for everyone attending.

Before you leave

Done	Before you leave
☐	All guests, suppliers and contractors have left, and personal belongings have been removed.
☐	All rubbish, recycling, food and drink have been removed from the site.
☐	Kitchen items are clean, dry and put away; dishwasher empty; surfaces, sink, fridge and floor are clean.
☐	Nothing has been removed from the premises which shouldn't have been.
☐	Tables and chairs are in the agreed locations; decorations, adhesive residue, and litter removed.
☐	Toilets have been checked and left tidy.
☐	Fire exits remain clear; windows and doors are fastened; heating and lights are switched off.
☐	The alarm is set, the exit is locked, the correct key is in the key safe and the combination is scrambled.