



The Pavilion User Handbook

The Friends of Castle Green are a mostly voluntary organisation with two part-time employees. We endeavour to provide you with the best service we can with these resources. Your feedback is very important to us, to give comments on your experience, please email katie@castlegreenhereford.co.uk

Welcome

All regular users of the Pavilion will be given access to an alarm fob so that they are able to gain access to the building. Whilst you are using it, this fob is your responsibility and must not be given to another person without the prior permission of the Friends of Castle Green. If access to the fob is given via use of the coded key safe then it must be put back in the key safe once your session is over. The fob will only work for the room(s) that you have booked. Any replacements required will be charged at £20 per fob.

Building Security

Whilst using the Pavilion it is your responsibility to maintain site security. This means having knowledge of who is coming and going. You or a member of your organisation must be on site at all times during your booking.

The Pavilion must be secured on exit, this means closing all windows and doors, turning off lights, including in the toilets, and ensuring taps are off. Using the supplied fobs to set the alarm and lock doors, having previously checked that there is no one else in the building. If the cafe is still in operation when you leave, it will be their responsibility to secure that part of the building.

Users who regularly fail to secure the building properly will be fined (see penalty payments below) and if the behaviour continues will be banned from using the Pavilion.

Fire Safety

The Pavilion has multiple fire exits. Ground floor is via the main entrance or cafe entrance, first floor is via the roof terrace, using the external stairs to exit via the cafe entrance, or via the main internal staircase. Instructions for action in case of fire can be found by all exits. Please read these instructions carefully before you use the building as these may be subject to change. If the fire alarm sounds **YOU MUST LEAVE THE BUILDING IMMEDIATELY** and ensure everyone with you has safely exited, closing all fire doors behind you as you leave. In the unlikely event of this occurring, please phone one of the emergency contacts listed below immediately once you have alerted the fire brigade.

Accessibility and Emergency Evacuation

An evacuation chair is available to assist with the safe evacuation of disabled visitors from the roof terrace. However, due to requirements for trained personnel to operate this equipment, wheelchair users and others requiring assisted evacuation may only use the roof terrace and Artists Room until 4:00pm. After this time, no trained Fire Marshal is available to operate the evacuation equipment, and therefore these areas cannot be accessed by users who would require assisted evacuation in the case of an emergency. We apologise for any inconvenience and appreciate your understanding as we prioritise the safety of all visitors.

Car Parking - THERE IS NO PARKING ON CASTLE GREEN

The space in front of the building may only be used for loading and unloading vehicles by prior permission of the Friends of Castle Green. Once the vehicle is unloaded you must move your car to a nearby parking space. The nearest public car parks are on Gaol Street or at Halo Leisure on Bishops Meadow. Metered parking can be found on the streets surrounding Castle Green, including Cantilupe Street and Ethelbert Street, or you can use the larger council-run car parks, such as Bath Street or The Old Market, which are a short walk away. Blue Badge parking is available in Quay Street where there is a single yellow line. For people with severe disabilities, please arrange for parking next to the building when booking. Please see PENALTY PAYMENTS below.

Leave the rooms as you find them

Please leave the rooms in a tidy condition with furniture put back in the correct place, where you found it. You will be held responsible for anything that is out of place, damaged or missing (please see PENALTY PAYMENTS below). Please make sure all taps and lights in toilets are turned off.

Rubbish

A small amount of rubbish is expected and can be put in the bin in the small kitchenette on the first floor. However if you are generating large amounts of rubbish this must be taken away with you, and food waste **MUST NOT** be left in the building. There is a recycling bin in the small kitchen on the first floor which is purely for paper, cardboard and recyclable plastic. No cans, tins, other plastic and certainly no food waste will be accepted. Failure to adhere this will result in a penalty payment (see below).

Heating

In colder months the heating will be on a thermostat and underfloor heating will provide an ambient temperature. Please do not attempt to use the heating system yourself. The heating system is thermostat controlled remotely and very complicated.

IT

If you would like access to the internet whilst at the Pavilion please state on your booking form and you will be provided with the relevant password. For further information please refer to the Acceptable Use Policy for IT systems.

Audio Visual Equipment

If you would like access to the tv screens whilst at the Pavilion please state on your booking form and you will be provided with the remote control and instructions.

Tea and Coffee

You may make your own hot drinks using our facilities, this is included within the room hire, but please be sensible and mindful of others. All equipment used must be washed up and returned to its correct place.

Public Liability Insurance

If you are an organisation which is constituted or planning to take payments for attendance, you will be expected to have your own Public Liability Insurance as you are not covered by Friends of Castle Green. Private individuals booking functions who would not normally be expected to have PLI are covered by the Friends of Castle Green Insurance policy.

PENALTY PAYMENTS - condition of hire

£50 per hour (or part thereof) will be added to your invoice to cover extra care taking charges when rooms are not left in the correct state and are left without reasonable care (rubbish, damage etc). Damage will be charged at the price for replacement.

If the hirer or anyone in the hirers party parks on the Castle Green without prior permission £50 will be added to the invoice. If this occurs more than 3 times you will be banned from using the Pavilion.

Not adhering to the rubbish and recycling rules will result in a penalty payment of £50 each time.

Failure to secure the building properly, as stated above, will result in a penalty payment of £50 each time. If the building is left insecure more than 3 times FoCG has the right to refuse to continue to hire you the building.

Emergency Contacts

If you have trouble accessing the building or need to report a fault or damage to the building, please contact one of the following for assistance:

Katie Bott (Operations Manager) 07939 261640

Martin Flowers 07951 700553

Paddy Nugent 07875 073779

Please remember that the Pavilion is a community building looked after mostly by volunteers.

Please treat this historic building with respect so that others may also enjoy it.