

## Centre Guidelines

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### ACCESS TIMES

Access to the centre for set up is between 7.30am and 8.30am Monday to Saturday and between 8.30am and 9.45am Sunday. Pack up is after 5.30pm Monday to Saturday and after 4.00pm on Sunday.

### ACCESS ROUTES

The Chantry Centre has numerous services yards – information on which one to use will be given prior to your activity in centre. Service Yard A.

Chantry Centre, Chantry Street, Andover, Hampshire.SP10 1RL.

**Please note that there is no parking permitted in the service yards and are for unloading and loading only and time allowed is 45 minutes.**

### SIGNING IN PROCEDURE

On arrival each day please go to Chantry Centre Management to sign in (Control Building if before 9.00am). This is located within the Centre (opposite iTech or next to Subway). The Control Building is located at the entrance/ exit by the Health Hub in a separate building outside the centre. If arriving by car/van the Control Building will be on your right-hand side as you enter into Service Yard A. Once signed in with the Chantry Centre Management or Facilities Team they direct you to your trading location and advise of the nearest fire exits and procedure in the event of an evacuation. Also the nearest toilets. At the end of each day please remember to sign out.

### STAFF REQUIREMENT

Staff should always be available to customers. The promotional stand should be staffed during opening hours with coverage provided during toilet/food breaks. Please note that the Chantry Centre cannot take any responsibility for stock or other items brought on site if left unattended.

### STAFF BEHAVIOUR

Staff to be professional and courteous at all times.

### DEMISE GUIDELINE

We will discuss your details and requirements with you at the time of booking.

### PROMOTIONAL SITE DETAILS

A height restriction of 1.80m is applied on all equipment / display boards to ensure the integrity of the CCTV cameras is maintained.

There are no storage facilities provided within the Chantry Centre.

### GUIDE AND ASSISTANCE DOGS

Dogs and other animals are not permitted within the Chantry Centre, with the exception of registered guide dogs and assistance dogs.

### CONTACT DETAILS

Chantry Centre Management Team – 01264 361165 – [cmanagement@testvalley.gov.uk](mailto:cmanagement@testvalley.gov.uk)  
Control Building – 01264 333372