

FIRE EVACUATION AND PROCEDURE

THE HIRER is responsible for working in collaboration with our **DUTY MANAGER** in the event of an emergency during your event.

From arrival at the hall it is responsibility of **THE HIRER** to ensure the following:

1. An announcement should be made at the beginning of each event pointing out the emergency exits and the evacuation procedure. **THE HIRER** identifies a responsible adult to check the building is clear, provided that it is safe to do so.
2. In the event of a fire your responsible adult is responsible for activating the nearest fire alarm box.
3. On discovery of fire or on hearing the alarm, **THE HIRER** will instruct all their attendees to leave the building, using the nearest available exits and assemble by the muster point by the Community Garden on Rupert Road.
4. If a staff member is unable to do so, CALL THE FIRE BRIGADE.

Use a mobile phone.

Dial 999 and give the address:

WHITTINGTON PARK COMMUNITY CENTRE

YERBURY ROAD

ISLINGTON,

N19 4RS

5. Both the **HIRER** and **DUTY MANAGER** should ensure that, once the hall has been evacuated, members of the public do not re-enter the building to collect personal belonging etc.
6. On arrival of the Fire Brigade, **DUTY MANAGER** should report to the Officer in charge that all persons are safe or inform him/her of their last known position of any missing attendees.
7. Manual fire alarm points are at the top of each staircase, corridors and at external doors.
8. Fire extinguishers are located:
 - a. At the top of every staircase
 - b. All cooking areas
 - c. At Reception desk
 - d. By Fire Exit in Lounge
 - e. In corridor between boiler and back of Hocking Hall
9. Attention should be drawn to the position of the evacuation chair by the top of the stairs on the top floor. In the case of an emergency it is not possible to use the lifts. **WHEELCHAIR USERS** will need to be evacuated.

If you are on the mezzanine floor, there is an external refuge point beside the fire escape to the rear of the building.

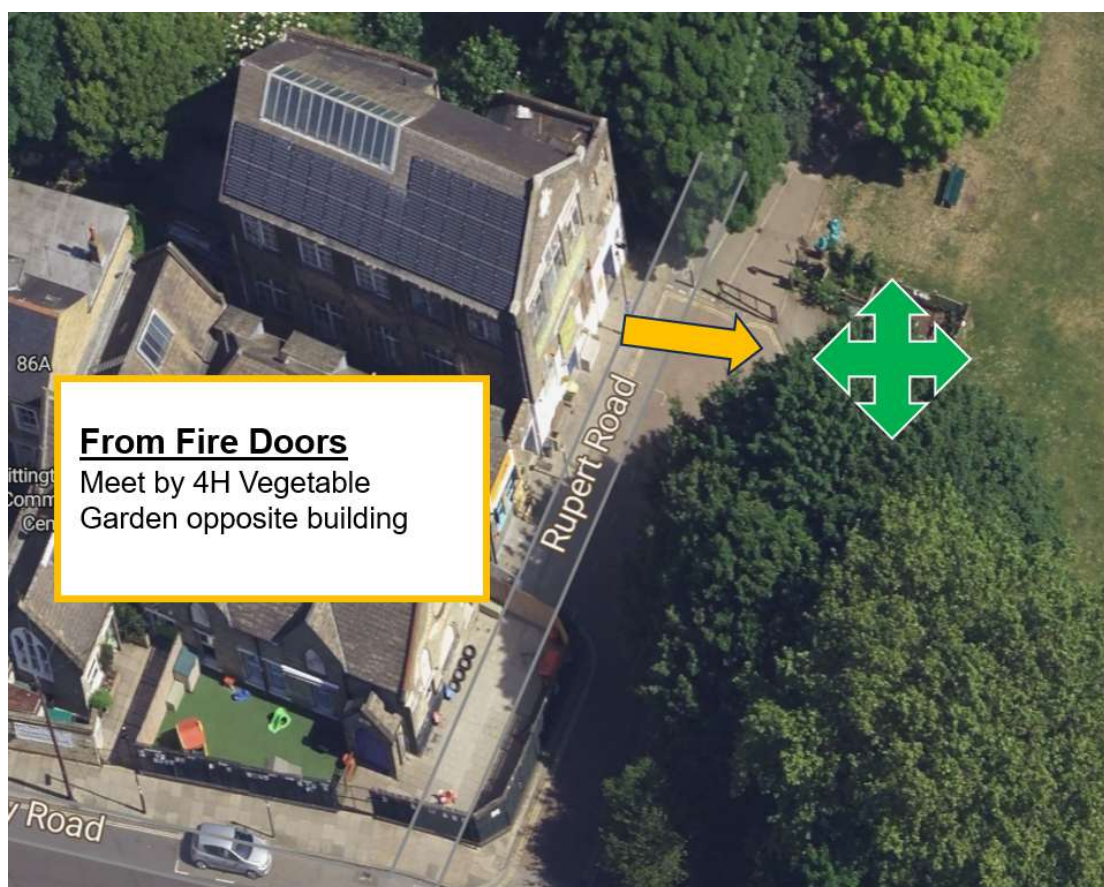
10. NO TABLES OR OTHER OBSTRUCTIONS ARE TO BE PLACED ACROSS THE FIRE EXITS.

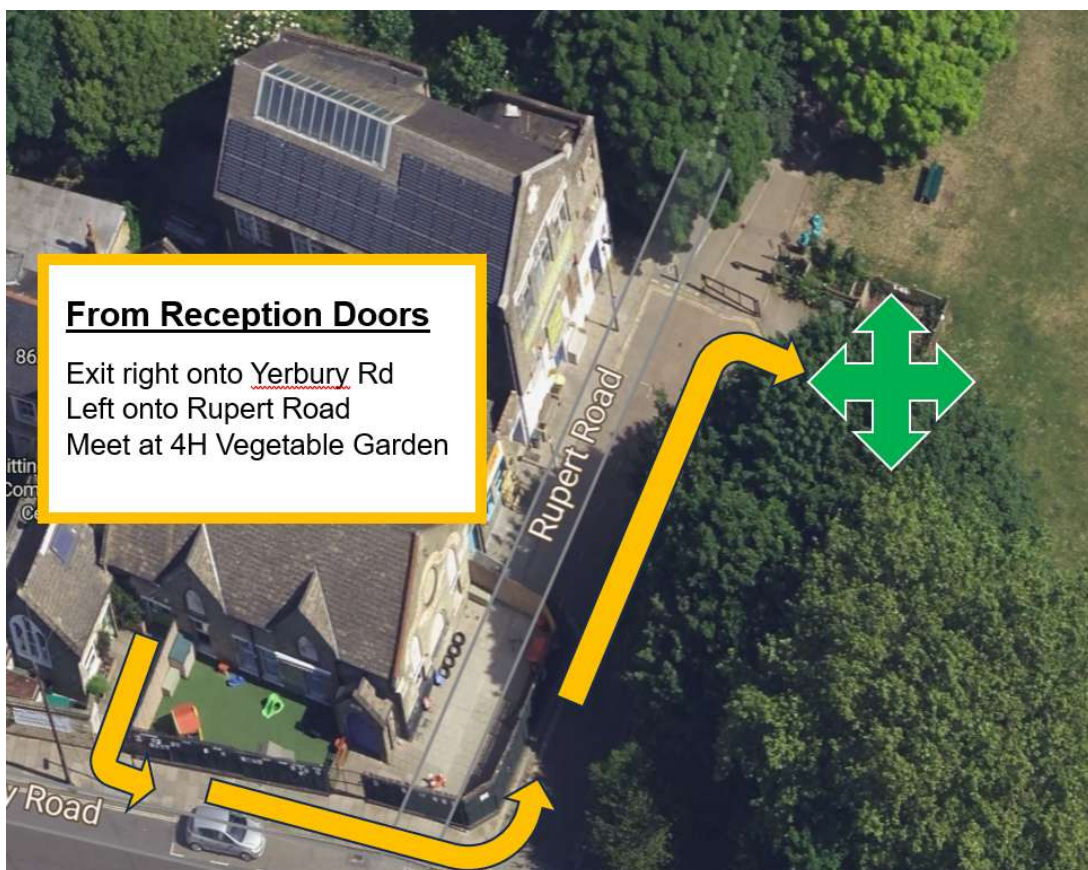
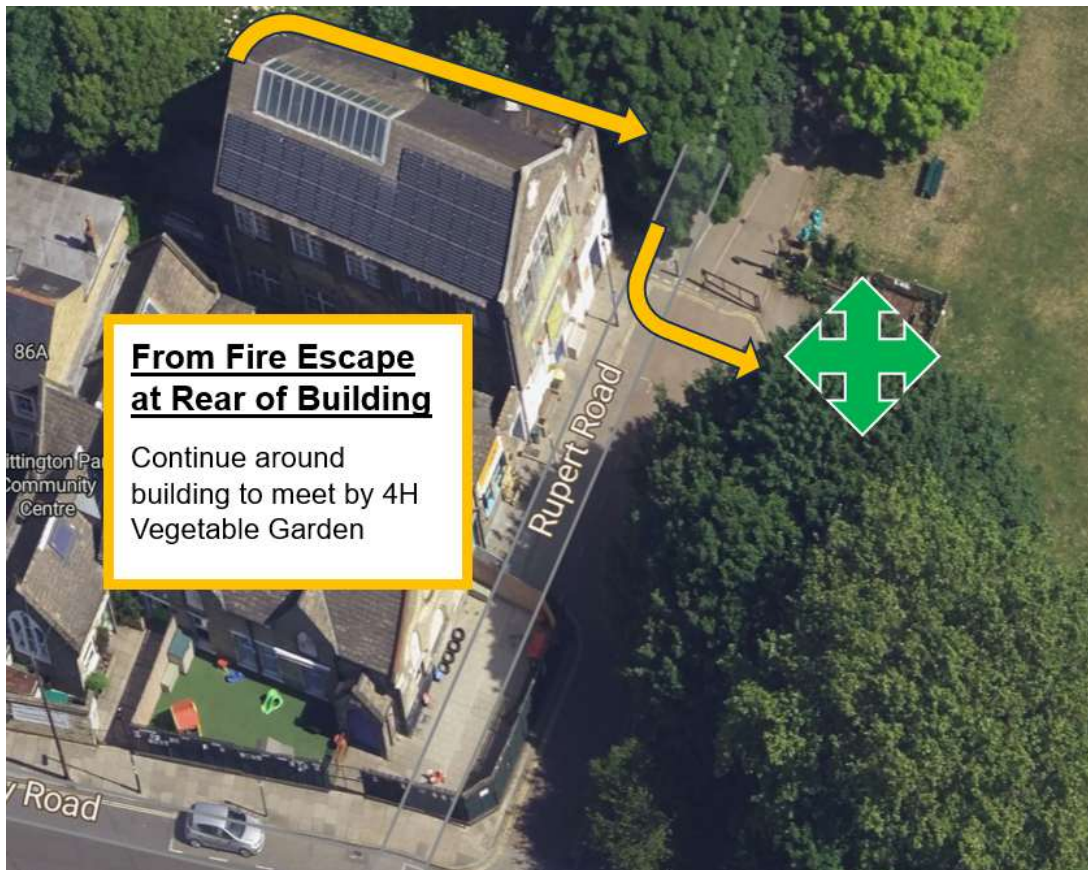
11. IN CASE OF EVACUATION OF THE HALL, THE ASSEMBLY POINT IS

IN FRONT OF THE COMMUNITY GARDEN IN RUPERT ROAD.

12. **The HIRER** must report any incident immediately to their nominated **DUTY MANAGER IN PERSON** or on 020 3848 9256.

FIRE ASSEMBLY POINTS ARE RUPERT ROAD





TERMS & CONDITIONS

Please read the following Terms and Conditions before agreeing to our terms and conditions. Ticking the box on the booking form means you agree to these terms and conditions.

USE OF WPCA ROOMS AND SPACES

ACCESS

Access times to your hired room/s - all areas or rooms to which the Hirer has been granted access, including agreed hire time, are detailed on the Room Booking Form filled in by the Hirer. We recommend for the Hirer to include a minimum of 30 minute set-up time and 30 minute break-down time when hiring the room. Access to the room will only be from the time stated on the Room Booking Form. The Venue will charge the standard hourly rates if the event/meeting is overrun. The Venue may ask you to leave the room if the room is in need to be set up for another event and another client is waiting to use the room.

CLEANING

We often have classes or events following immediately after your own. Rooms must be left clean and ready for the next user.

a) Ongoing hirers (if you are a one-off hirer please go to section b)

Please make sure you that all your equipment is stored neatly in your allocated space and if in bags labelled with your name. WPCA shall not be responsible or liable for any damage to loss of property, articles, or things left or placed on the premises by Hirers of the Centre.

If a teacher is covering for you please let them know they need to leave the room ready for the next class. Please dispose of rubbish using the recycling or general rubbish bins.

b) One-off hirers

Setting up and cleaning time needs to be part of your booked time.

At the end of your event, please use the cleaning box provided and please:

- Please wipe tables , fold them away and put them back.
- Please wipe clean any kitchen surfaces used.
- Please sweep the floors
- -Rubbish should left in the recycling bins (paper, glass, card, some plastics) or general rubbish bins (e.g. paper or card with food, food waste). If there is no space in the nearest bins, please use the bins to the side of the Yerbury Road entrance.
- £30 will be retained from your deposit if you have not left the space adequately cleaned.

NOISE

Hirers and their guests are reminded that WPCA is in a residential area. Please respect our neighbours by not causing noise or disturbance during or leaving an event.

SIGNAGE TO YOUR EVENT

No notices, decorations or signs may be attached to the fabric of WPCA rooms and spaces without prior agreement with the WPCA. Under no circumstances can tape, staples, nor any fixing be attached to the fabric of the building. After prior agreement with the Venue, we allow for use of white tac only to put up any notices and decorations on surfaces/walls. Subsequent costs of making good to any damage will be charged to the Hirer.

EQUIPMENT

If hirers bring their own equipment for their event WPCA will not store it before or after a hirer's booking.

BALLOONS

We do not allow helium balloons in the centre due to the high ceilings. You are allowed to bring normal balloons

SMOKING

It is the responsibility of all hirers to ensure that there is No Smoking in our buildings.

OUR CENTRE AND EQUAL OPPORTUNITIES

WPCA welcomes people of all ages and backgrounds and wishes to host a diverse range of activities and events. All hirers must comply with the Equality Act of 2010 ensuring our community centre is open to everyone regardless of gender, sexual orientation, nationality, age, disability, race and political/religious affiliations.

We reserve the right to refuse bookings where we believe the use will cause unacceptable noise and disturbance to our residential neighbours, especially at weekends, or if the hirer is likely to cause distress to others by holding and purporting views that, in our opinion, are discriminatory or intolerant of others, have a risk of public disorder or of alienating the Venue's beneficiaries or supporters.

CHILD PROTECTION AND VULNERABLE ADULTS

- a) All activities/events must comply with WPCA's following policies: Safeguarding Children, Safeguarding Vulnerable Adults. These policies can be made available to hirers upon request.
- b) It is the responsibility of hirers to ensure that they have met their DBS (Disclosure and Barring Service) obligations if working with children and vulnerable adults.

SAFETY

- a) Hirers are solely responsible for their class as well as the safety and wellbeing of those attending it.
- b) Hirers must ensure that they are aware of our Fire Safety Policy and Health and Safety Policy available upon request.
- c) Hirers are responsible for keeping a fire register and adhering to our Fire Safety Policy.
- d) All fire exits must be left clear and unobstructed at all times.
- e) No live flames will be permitted, either for social, entertainment or religious purposes.
- f) The number of persons using the hall must not exceed the maximum number listed on the booking site

ACCIDENTS AND SAFETY INCIDENTS

In accordance with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations Act of 1995 (RIDDOR):

- a) Hirers must report to the Hall Hire Manager any accidents or injuries caused to a member of the public as a result of their event or activity on the day it took place.
- b) Any faulty equipment, including electrical equipment, belonging to WPCA or the hirer must be reported to the Hall Hire Manager
- c) Hirers will be asked to report incidents above in the WPCA Incident Log Book.

FOOD AND DRINK

- a) Hirers may bring their own food and drink for classes with prior consent.
- b) Food must be ready for consumption and cannot be cooked or prepared onsite.
- c) Food and drink can only be brought in, and must be disposed of, during the time booked. WPCA will not store food and drink before or after a hirer's booking.
- d) Food and drink left behind by hirers at the end of a booking will be disposed of.

MUSIC LICENCE

If the hirer is holding a public performance using recorded music it is their responsibility to ensure they have a license with PRS.

INSURANCE

Hirers are expected to have relevant public liability insurance for their activity.

ELECTRICAL EQUIPMENT

Hirers are responsible for ensuring that all electrical equipment brought to the centre is safe, in good working order and if necessary has undertaken the required PAT tests in accordance with the Electricity at Work Regulations Act 1989.

LOSS OF PROPERTY

WPCA will not be held responsible for any loss, damage to or theft of property. Any found items will be disposed of at the end of one month.

DATA PROTECTION

The contents of the booking forms will remain confidential in line with the Data Protection Act.

BOOKING

Booking must be completed through the website. Once you have submitted a booking request and paid any relevant deposit, your booking will begin to be processed. Please note, your booking will not be confirmed until you receive a confirmation email.

DEPOSIT

- A) Ongoing hirers (if you are a one-off hirers, please go straight to point B)

- 1) We require a £100 deposit to secure your booking for 3 months and reserve the agreed dates and times of your class. If you decide to leave within this 3 month period WPCA will keep your deposit.
- 2) This deposit must be paid no later than 2 weeks prior to your class starting, either in cash, or by cheque written out to 'Whittington Park Community Association'. If we do not receive your deposit this may result in the cancellation of your booking.
- 3) This deposit may be used or not refundable if there is damage resulting in your use of the room(s). To offset the costs for cleaning should you leave the room(s) in dirty or unacceptable condition after your booking if a hirer leaves with outstanding invoices or if the two months' notice of cancellation is not adhered to.

B) One off hirers

- 1) £100 deposit is required to secure your booking no later than 2 week's prior to your event. If we receive an enquiry for the same date/time and a deposit has not been paid to secure your booking, it may be given to another hirer who pays their deposit to hold the booking. This deposit can be made online or by card at the centre
- 2) This deposit will serve as a cancellation fee (see below) as payment for any damage made to the room(s) as a result of your booking(s) after your event has taken place. To offset the costs for extra cleaning should you leave the room(s) in unacceptable conditions after your booking.
- 3) This deposit is non-refundable when hirers fail to pay for their booking(s).
- 4) Deposits will be returned within 7 days

CANCELLATIONS

A) Ongoing hirers. (If you are a one-off hirer, please go to section B.

- 1) Please give 2 months' notice if you intend to finish teaching at the centre. If we do not receive this notice your deposit will be non-refundable.
- 2) WPCA reserves the right to refuse or cancel a booking if:
 - i. The information supplied by the hirer is found to be false.
 - ii. The hirer breaks the conditions of hall hire.
 - iii. The safety of staff and/or the security of the building could be endangered.

B) Information for one off hirers

- 1) More than 1 week's cancellation: £30 administration fee.
- 2) 1 week or less notification: your £100 deposit will be non-returnable.
- 3) 24 hours or less: total cost of booking including deposit will be non-returnable.
- 4) WPCA reserves the right to refuse or cancel a booking if:
 - i) Information supplied by the hirer is found to be false.
 - ii) The hirer breaks the conditions of hall hire.
 - iii) The safety of staff and/or the security of the building could be endangered
 - iv) If due to an event beyond our control WPCA (in its opinion) is unable to fully or partly perform its obligations to the hirer, it will promptly cancel the booking and notify the hirer accordingly.

PAYMENT

- a) Payments are preferred through the booking section of the website, powered by Lemonbooking and SumUp.
- b) Card payments are also accepted in person.

- c) For ongoing room hires, invoices are issued and payments to WPCA are made monthly.
- d) If the invoice has not been settled and an acceptable arrangement has not been confirmed by us, your hire agreement may be terminated and other steps taken to recover the owed amount.

COMPLAINTS POLICY

WPCA strives to offer an excellent service to its community and hirers. If you feel we could do things better, or need to make a complaint, please contact us by any of the below:

- a) Call 0207 272 1847 to speak to our hall hire manager
- b) Email: hallhire@whittingtonpca.org.uk
- c) Write to The Hall hire Manager, Whittington Park Community Association, Yerbury Road, N19 4RS
- d) Speak to us directly at the Centre during our office hours (9:30am to 1.00pm, Monday to Thursday)
- e) Fill out a feedback form available at the end of this pack, at reception or on our website www.whittingtonpca.org.uk/

WPCA AIMS TO RESPOND TO ALL WRITTEN COMPLAINTS WITHIN 28 DAYS. COMPLAINTS WILL BE PLACED IN THE COMPLAINTS FILE IN THE MAIN OFFICE. AFTER A COMPLAINT HAS BEEN RESOLVED THE FINAL OUTCOME WILL BE PLACED ON FILE.