



1. Hire Conditions

The Terms and Conditions of Hire were provided when you made your booking and are also on our web site. These guidance notes are supplemental to the Terms and Conditions of Hire.

2. Keys to Access the Front Door

The Centre will usually be opened for you by a volunteer. Optionally you may request a key to access the building; this may be provided at the discretion of the Trust.

3. No Smoking

The Centre is strictly non-smoking to comply with the law. Smoking can take place outside at the corner of the building to the right of the front door where a receptacle is located for used cigarettes.

4. Heating

The Centre is heated by a gas-fired boiler which pumps hot water around the radiators. The heating system is set to automatically come on from early morning to late night. The temperature in each room can be adjusted by turning the valve controls on the radiators. If you adjust the setting, please return it where you found it to ensure the comfort of the next hirer.

5. Tables

The tables for the Function Room are located on a trolley which is to the left of the stage. **Please ensure that the tables are clean when they are put away.** Always put them back on the trolley.

6. Chairs

Chairs are in the storage room to the right of the stage. There are chair trolleys to help move each stack of chairs. The stacks should be no more than ten chairs. Please put the chairs away after use.

7. Walls

Please do not affix anything to the walls. Sellotape and Blue Tack cause damage which we would like to avoid.

8. Floors

Please take care not to damage the floor of the Centre by dragging things over it or dropping heavy items on it. Inappropriate footwear, such as football boots, should not be worn in the Centre. Any repairs due to damage may be charged to hirers at the discretion of the Trust.

9. Curtains and Blinds

All function rooms have curtains and/or blinds for your convenience.

10. Electrical Sockets

Electrical sockets are provided in all rooms. Only portable electrical appliances that have been tested and certified can be used in the Centre.

There are two sets of sockets outside the Function Room which have isolators inside. The isolators should be switched to the OFF position at the end of hire.

11. Wi-Fi

Wi-Fi is available at the Centre free of charge. The password is on display in the Centre.



12. Induction Loop

There are two induction loops fitted (one in the Function Room and one in Meeting Room 1) to assist the hearing impaired by transmitting sound from a sound system, microphone, television or other source, directly to a hearing aid equipped with a telecoil or 'T' position.

13. Fire Alarm

If the Fire Alarm goes off, please follow the instructions below:

- 1 Clear the building. **The Fire Assembly Point is at the bottom of the main car park on the right-hand side. It is marked with a sign.**
- 2 Only if it is safe to do so, go to the Control Panel in the Entrance lobby; it's on the left when entering from outside.
- 3 Look at the Control Panel to determine the cause.
- 4 **If the Control Panel indicates a fire**, and there is clearly a fire,
 - Use a mobile phone call 999 to request the Fire Service to attend: the Centre's address is: Westfield Park, Park Road, Longhoughton. NE66 3JH
 - If you are competent to do so, then use the fire extinguishers that are provided in the building but **DO NOT PUT YOURSELF AT RISK.**
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- 5 **If the Control Panel indicates a 'Fault'**, and there is no obvious sign of a fire,
 - On the vertical numeric keypad enter code 2143
 - Press the **RED** 'Silence Alarms' button to silence the alarms
 - Press the **GREEN** 'System Reset' button to reset the system to normal
 - When successfully complete, people can return into the building



Numeric keypad

- 6 Immediately inform a Trustee (**see section 22**) in all circumstances – fire or system fault

14. Emergency Exits

Please study the plan of the building shown on the Hirer's Noticeboard. It shows the position of all emergency exits, fire extinguishers, fire control box and fire alarm points. In case of emergencies, evacuate the building via the main exit or the emergency exits.



GUIDANCE NOTES FOR HIRERS

15. First Aid and Accidents

The **Accident Book** is in the kitchen on the left-hand wall. Please ensure that any accident is recorded in the Accident Book. Please also inform a Trustee by telephone (**see section 22**).

The **First Aid box** is also located in the kitchen on the side of a cupboard next to the main sink.

16. Failure of the Electricity Supply

Should the main electricity supply to the Centre be lost, the consequences will be:

- Emergency Lighting will come on automatically
- No other electrical appliance will operate including the heating

If this happens, please inform a Trustee by telephone (**see section 22**).

17. Cleaning and Cleaning Equipment

The Centre is hired on the basis that each hirer cleans the area that they have used. Cleaning equipment and cleaning materials can be found in the cleaning cupboard located in the Hallway opposite the kitchen entrance. This includes a vacuum, a large brush, mop and bucket and a small brush and dust pan. **The key for the cupboard is on a hook on the right-hand wall (near the light switch) when entering the kitchen.**

If the Centre is not returned in a satisfactory condition after a hire, the Trustees reserve the right to charge the hirer any additional costs involved in cleaning the facilities used.

18. Recycling & Rubbish

Please help us to recycle responsibly by appropriately segregating waste. Segregated recycling will be transferred to the appropriate on-site facility by our volunteers.

Please segregate into **separate** receptacles:

- Glass bottles (empty)
- Aluminium drinks cans, plastic drinks bottles and clean packaging cardboard

ALL other rubbish is to be put into bin liners (found in the cleaning cupboard) which are to be tied up and placed in the green general waste bins in the wooden bin store area near the entrance to the overflow carpark.

19. Return of Keys

If you have been given keys for the Centre as part of your hire agreement, please ensure that you follow the instructions for their return.

20. Complaints

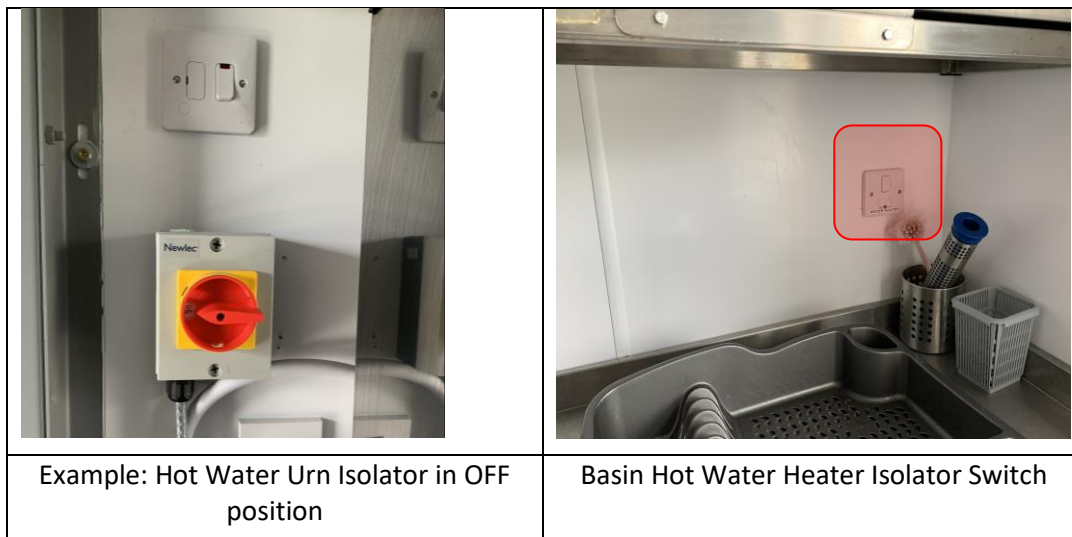
If you think we have failed to provide a satisfactory standard of service, please let us know. Your complaint may be about the quality of the facilities, safety of the users, the handling of a particular situation or issue, the handling of personal data, or any other matter.

The Trust has a Complaints Procedure and a copy can be found on our web site <http://www.longhoughtoncommunitycentre.org/> or by email request to enquiries@longhoughtoncommunitycentre.org

21. End of Hire Check List

At the end of your hire, please use the following list to check that everything has been left in order.

1. The kitchen, if used, has been left clean, all crockery and utensils have been cleaned, dried and placed back in the storage positions. **All kitchen appliances have been switched off** (for those with isolators, the isolator switch OFF position is horizontal). The basin Hot Water switch is indicated below. This is to be turned OFF too.



2. If you have used equipment from the Cleaning Cupboard please remember to put the key back in its place in the kitchen (see section 17).
3. If you have adjusted the radiator valves please return them back to their original positions.
4. If you have used tables in the Function Room please put them away in the Store Room on the trolley ensuring that they are clean.
5. If you have used chairs in the Function Room please put them away in the Store Room.
6. Please make sure that all lights are turned off and windows closed.
7. If requested, please lock the front door and return the keys as instructed.
8. Please report any malfunctioning of equipment or damage caused during your hire via email to enquiries@longhoughtoncommunitycentre.org

22. Trustee Contact Details in case of Emergencies

Trustees may be contacted by phone as follows:

Name	Phone Number
Guy Downes (Chair)	07927 126074
Jeremy Pickard (Vice Chair)	07967 666760
Adrian Hinchcliffe (Secretary)	01665 572888
Stewart Barrett	07508 144427
Kris Cochrane	07535 553200