

The Friends of Castle Green are, at present, an entirely voluntary organisation. We endeavour to provide the best service we can with these resources. This means that your feedback is very important to us. To give comments on your experience, please email us at: info@friendsofcastlegreen.org



FRIENDS of
CASTLE GREEN

The Pavilion User Handbook

Welcome

On arrival at the Pavilion, you will always be greeted by a member of the Friends of Castle Green team, unless you are a regular user and have your own latch key. Any additional questions regarding the use of the building may be directed to team member who meets you.

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 also be on site at all times, especially if the front door is left on the latch.

Fire Safety

The Pavilion has only a single fire exit which is the main entrance. Instructions for action in case of fire can be found by the main entrance. Please read these instructions carefully before you use the building as they 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 overleaf immediately.

For further information please refer to the Fire Risk Assessment which can be obtained on request.

Car Parking – THERE IS NO PARKING ON CASTLE GREEN

The space in front of the main entrance may only be used for unloading vehicles. Once the vehicle is unloaded, you need to move your car. 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

Every room now has a floor plan on the wall just inside the door. This shows how the room should be when you arrive and when you leave. Please follow the instructions on the wall – you will be held responsible for anything that is out of place (please see PENALTY PAYMENTS below). If you need to move furniture around during your use of the building, please return them to their original positions. Please ensure all rubbish is placed in the bins provided. Please make sure all taps in toilets are turned off.

Heating

If you require the heating on during your time in the Pavilion, please ask a member of our team and we will be happy to assist. Please do not attempt to use the heating system yourself.

Computers and Printing

If you would like access to the internet whilst at the Pavilion, there will be a five pound charge for each month you use the building. We have an A3 printer, if you want to use it, please contact Jack or Mark re costs and access. For further information please refer to the Acceptable Use Policy for IT systems.

Tea and Coffee

Refreshments can be provided at a charge of £1 a head. Alternatively, you may make your own hot drinks with our facilities

Public Liability Insurance

If you are an organisation which is constituted or planning on taking payments for attendance, you will be expected to have your own Public Liability Insurance as you cannot be covered by the Friends of Castle Green. Private individuals booking functions who would not normally be expected to have Public Liability Insurance are covered by the Friends of Castle Green insurance policy - this will incur a 10% additional charge.

PENALTY PAYMENTS – condition of hire

£15 per hour (or part thereof) will be added to your invoice to cover extra caretaking charges when rooms are not left according to the room plans on display.

If the hirer or anyone in the hirer's party parks on the Castle Green £30 will be added to the invoice. If this occurs more than 3 times you will be banned from using the Pavilion.

Emergency Contacts

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

Mark Hubbard – 07753397260

Jack Sibley – 07936507184

Annabel Oxford - 07989023180