

Wells Place CENTRE



Customer Information

Day hire 830am-5pm





WELCOME TO WELLS PLACE CENTRE

This booklet contains the following information:

- WiFi Code
- Emergency Evacuations Procedures
- PEEPS
- Terms & Conditions of hire



Connecting to the Wells Place Centre Guest WiFi

- In your WiFi connection choose the open network with the name “WPC” and connect to it.
- When you first go to a webpage you will instead be directed to the following screen:

A screenshot of a mobile web browser interface for guest WiFi access. The background is dark grey. At the top, a blue horizontal bar contains the text "A password is required to access the wireless network". Below this, the text "Guest Password" is followed by a white rectangular input field. To the right of the input field is a grey button labeled "Connect". Below the input field, another blue horizontal bar contains the text "Terms of Use". Underneath, there is a checked checkbox followed by the text "I accept the [Terms of Use](#)".

- Type in the Guest Passcode of 01489 and agree to our Terms & Conditions by pressing “Connect”.
- You will then be directed to your chosen webpage.
- If you want to connect to something other than a webpage eg your email, you will need to visit a webpage first to enable the connection. You will then be able to connect to your email.

GROUP LEADERS

EMERGENCY EVACUATION RESPONSIBILITIES & PROCEDURES MON-FRI 8.30AM TO 5PM

Your responsibilities

1. At the start of your meeting, please point out the fire exit and fire escape route to all attendees. If you are unsure of the route, please ask our receptionist to clarify this for you.
2. If you have a mobility impaired member of your group, please consult with them regarding their preferred means of evacuation in the event of an emergency. They will have received a card at reception explaining their options ***and there is also a copy in this pack***. Please inform our receptionist of their choice before your meeting commences if they haven't already done so. Please also nominate a member of your group to assist us with their evacuation.
3. If you have a sight impaired member of your group, please nominate a member of your group to assist them down the stairs and to a place of safety in the event of an emergency.
4. In the event of an emergency, please ensure that all the members of your group have exited the room and are making their way outside. If you have a hearing impaired member of your group, please take special care that they are aware of the fire alarm sounding and the need to evacuate.

Procedures to share with your group

1. If you discover a fire, sound the alarm by using the **RED FIRE ALARM** boxes on the walls and vacate the building. If safe to do so, inform the **WPC MANAGER** or **RECEPTIONIST** of the location of the fire.

2. On hearing the FIRE ALARM, **EVACUATE** the building using the nearest marked FIRE EXIT.

UPDATE: Where possible maintain 2m Social Distancing and the one way system around the building – however, the priority is to exit the building as soon as possible using the nearest exit point regardless of COVID19 measures.

- CLOSE all doors and windows
- DO NOT use the lift
- DO NOT STOP to collect personal belongings
- If you have a mobility impairment, a member of Wells Place Centre staff will meet you at your room to assist with the evacuation provided it is safe for them to do so and that you have made this need known before your meeting commenced.

3. **ASSEMBLE** outside McDonalds fast food restaurant at the front of the Swan Centre maintaining social distancing as far as possible.

4. **GROUP LEADERS** are to take a roll call of those in their groups and are to report to the **RECEPTIONIST** to determine if anyone is left in the building.

5. **DO NOT RE-ENTER** the building until advised by the **FIRE OFFICER** or **WPC MANAGER** that it is safe to do so.

GENERAL PEEPS

EMERGENCY EVACUATION PROCEDURES MON-FRI 8.30AM TO 5PM

Welcome to Wells Place Centre. This card is designed to provide you with information regarding the options available to you in the unlikely event of having to evacuate the building in an emergency situation. Please be assured that if we have organised a fire drill during your visit with us, you will be informed of this in advance and you will not be asked to evacuate the building unless you wish to do so. Please read the following options and indicate to either your group leader or to our receptionist, in confidence, which option you would prefer in the event of an emergency evacuation.

Your options

1. If you feel able to walk down the stairs at your own pace or bump down the stairs on your bottom then we are happy for you to do so. For your own safety and the safety of other building users, please wait until the majority of other users have already descended the stairs. If you would need assistance with this, please indicate this to your group leader who will then nominate someone in your group to provide this assistance. A member of Wells Place Centre staff will also be available to assist should it be safe for them to do so. There is an evacuation chair at the bottom of the stairs which you can then use to get outside if needs be.
2. The building is equipped with Evac + evacuation chairs – one on each floor. Wells Place Centre staff are trained in their operation. You need to be able to transfer yourself into the Evac + chair in order to use this means of evacuation.

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3. If neither options 1 or 2 are suitable for you, then your meeting will need to take place on the ground floor. Unfortunately we cannot guarantee to have a room available. Whoever booked your meeting will have been informed of this at time of booking.

Once you or your group leader has informed our receptionist of your need for assistance to evacuate in the event of an emergency, a red card will be placed outside the door to your meeting room. This red card is for the benefit of Wells Place Centre staff so that the necessary assistance can reach you as quickly as possible.

Please do not hesitate to ask any questions regarding these options to our receptionist or centre manager.

Standard Terms and Conditions of business.

1. Interpretation: The following meanings apply in this document.

- 1.1 The 'Customer' or 'User' is any person, club, society, organisation or company using the amenities and/or facilities of the centre as defined by section 12 of The Unfair Contract Terms Act 1977.
- 1.2 'Terms & Conditions' means the conditions, restrictions and benefits as laid out in this document, and other special conditions applied to a particular transaction.
- 1.3 'The Supplier', 'The Provider', 'The Company', or 'WPC' is Wells Place Centre, Wells Place Centre is the trading name and a ministry of Eastleigh Baptist Church, a registered Christian charity.

2 General:

- 2.1 These Terms & Conditions shall be deemed to be incorporated into all agreements, contracts, quotations and invoices of Wells Place Centre.
- 2.2 Any variation to these Terms & Conditions is inapplicable unless agreed in writing and signed by the chair of the Trading Management Team.
- 2.3 These Terms & Conditions shall not affect the Companies or the Customer statutory rights under English law.
- 2.4 The areas available for hire/use relate to the room(s) hired, entrance area, toilets, stairways, lift, and circulation space for the purpose of access.
- 2.5 Wells Place Centre reserve the right of entry to any part of the premises at all times for themselves or their authorised representatives.
- 2.6 Outside the agreed hire period, the Wells Place Centre is private property

3. Price and Payment:

- 3.1 Rates and Prices are subject to review and change without prior notice.
- 3.2 The Rate and Price charged will be those applicable at the time of use of the facilities, which may differ from the rate applicable at the time of booking.
- 3.3 The company will take reasonable steps to inform customers of any price increases at least 21 days before they become effective.
- 3.4 Payment is requested by invoice following use of the facilities, to allow for any extra items on-the-day. However, Wells Place Centre reserve the right to require a deposit against charges or possible damage as it sees fit.
- 3.5 Payment is due on presentation of the invoice. Wells Place Centre is not a licensed credit agent and does not therefore offer credit terms.
- 3.6 Wells Place Centre reserve the right to suspend facilities for customers with outstanding invoices.
- 3.7 Wells Place Centre reserve the right to charge interest on overdue invoices (at up to 8% over Bank of England base rate) in accordance with The Late Payment of Commercial Debts (Interest) Act June 1998.

4. Catering:

- 4.1 To ensure Hygiene standards are maintained, only food supplied by Wells Place Centre can be consumed on the premises without prior consent in writing. However if individual room users wish to bring their own packed lunch, this is acceptable, provided it is consumed in the room booked. The use of outside caterers or the bulk purchase of food from other suppliers is not permitted without express permission in writing.
- 4.2 Only food and refreshments purchased in the Coffee Shop may be consumed in the Coffee Shop.
- 4.3 Customers are not permitted to bring kettles into the building for private use.

5. Suppliers Obligations:

- 5.1 Wells Place Centre will use its best endeavours to provide the facilities advertised with reasonable skill and care, and to a reasonable standard.
- 5.2 Wells Place Centre will use its best endeavours to ensure the centre is operated in a safe manner and will comply with all the appropriate and necessary Health and Safety requirements.
- 5.3 Wells Place Centre accepts responsibility for ensuring all equipment supplied or made available for use by the centre is correctly maintained and free from known defect.
- 5.4 Wells Place Centre will ensure that the premises are adequately insured.

6. Customer Obligations: To enable Wells Place Centre to meet its obligations and for the reasonable enjoyment of all customers:-

6.1 The Customer shall not sublet the hired space and associated areas as defined in 2.4 above, nor seek to assign the benefits or burden of the agreement to third parties.

6.2 The Customer shall vacate the hired space by the end of the agreed time.

6.3 The Customer will be responsible for the behaviour of persons within their group in the use of the areas of hire and associated facilities as defined in 2.4 above.

6.4 The Customer shall not allow interference to the quiet enjoyment of other users of the centre to occur.

6.5 The Customer shall not allow:- alcohol, drugs (other than prescription), knives and other offensive weapons, explosives or any type of pyrotechnic devices, or any illegal substances, to be brought into the centre, unless prior written consent has been obtained.

6.6 Where appropriate, the Customer will ensure they have an appropriate vulnerable person policy in place (covering adults and children where appropriate) and if requested supply a copy of that policy to Wells Place Centre CIC. The care of vulnerable persons, remain at all times the responsibility of the leader of the group they are part of.

6.7 The Customer undertakes not to allow:- Smoking on the premises in accordance with current legislation. Gambling with the exception of raffles or draws for charitable purposes.

6.8 The Customer also undertakes to be:-

Tampering with the equipment or fabric of the centre.

Responsible for any damage to the fabric of the centre or equipment during use. Responsible for any loss, damage or injury to persons within or outside their group while undertaking activities under their control.

Responsible for any consequential loss due to damage caused to the centre.

6.9 The Customer undertakes to adhere to and inform their group at the start of each meeting the procedures to be followed in an emergency evacuation as detailed to them in the card they receive on arrival at the Centre (copy available on request).

6.10 On emergency evacuation, the Customer undertakes to ensure that all group members have exited their room and are making their way outside. The Customer will take particular care to ensure any sight or hearing impaired members of the group are given the necessary assistance by other group members to safely evacuate. During the hours 8.30am-5pm Monday-Friday, Wells Place Centre staff will assist with the evacuation of mobility impaired users on the 1st or 2nd floors using the evacuation method chosen by that person on arrival. The Customer will ensure that someone from the group is available to assist the Wells Place Centre staff member with the evacuation of any mobility impaired user. The Customer will note that outside of these hours mobility impaired users cannot be evacuated using our Evacuation Chairs unless there is someone in the Customer's group who is a trained user of these chairs (training can be given by a member of Wells Place Centre staff if organised in advance). Therefore if the mobility impaired user cannot get down the stairs themselves a meeting room must be booked on the ground floor.

6.11 The Customer will inform Wells Place Centre staff before confirmation of booking if more than two mobility users are known to be part of the group. Wells Place Centre accept that this information is not always known in advance.

6.12 Any equipment taken into the building by customers must have a valid PAT Certificate and this must be presented to the receptionist on arrival.

COVID19 Prevention:

6.13. It is the responsibility of each hirer to inform all members of their group not to attend if they or anyone from their household is displaying the symptoms of COVID 19 no matter how mild.

6.14 Counselling. It is the counsellors' sole responsibility to make sure that the room is cleaned between each counselling client in their session and that any (contaminated) waste such as gloves, masks, etc. are taken home and disposed of responsibly.

6.15 If the customer or any person in his/her group feels ill with the symptoms of COVID19 he/she must leave the building immediately. If use of the washroom is required the disabled washroom on the 1st floor ONLY is to be used for such purposes. Wells Place Centre must be informed immediately and the customer must follow this up with an email to info@wellsplace.org.uk.

6.16 All group leaders are required to keep a register and contact details of delegates for 'Track & Trace' purposes.

7. Limitation of Liability and Force Majeure:

7.1 Nothing in these Terms & Conditions shall limit or exclude either party's liability for:- death or personal injury; fraud or for any sort of liability that by law cannot be limited or excluded; any loss or damage caused by deliberate unlawful action or negligence.

7.2 Wells Place Centre will not be liable in any way for loss, damage or theft to clothing, jewellery,

monies, or other articles owned by the customer whilst on the premises, or stored outside the period of hire.

7.3 Wells Place Centre will not be liable for losses resulting from the inability to provide a suitable room or other facilities due to circumstances beyond its control; including, but not limited to:- Adverse weather; Flood; Power Failure; Civil Unrest or Terrorist attack.

7.4 Wells Place Centre subject to clause 7.1 above do not accept any responsibility for consequential loss however caused.

8. Provisional Bookings and Cancellation Policy:

8.1 All bookings are considered Provisional until a signed Booking Form is received.

8.2 Provisional Bookings may be cancelled without charge subject to clause 8.4 below.

8.3 Provisional bookings not confirmed within 2 weeks of the day of hire may be cancelled and the room re-let without further notice.

8.4 Bookings made within 5 working days of the day of hire, will be treated as a firm booking, even if not confirmed in writing and the full Cancellation policy detailed in 8.6 to 8.12 below will apply. This also applies to provisional bookings which have not been confirmed 5 working days before the day of hire.

8.5 Once a signed Booking Form is received by Wells Place Centre, the booking is counted as confirmed and the following Cancellation policy applies:-

8.6 All Cancellations must be confirmed in writing.

8.7 Confirmed Bookings, if cancelled more than 15 days in advance of the intended hire date will be charged the applicable Booking Fee only.

8.8 Confirmed Bookings, if cancelled between 7 and 14 days in advance of the intended hire date will be charged the appropriate Booking Fee plus half the room fee for the hours booked.

8.9 Confirmed Bookings, if cancelled with less than 7 days in advance of the intended hire date will be charged the full charge, including Catering as supplies will have been ordered and staffing arranged in anticipation.

8.10 Adverse Weather: If the centre is open and we have staff available to facilitate the booking/event, normal cancellation policy/charges apply.

8.11 Extreme circumstances: In the event of a death in the immediate family of the main user of a room causing the planned event to be cancelled, centre staff will have some discretion to amend the above policy, which will be dealt with on a case by case evidentiary basis.

8.12 Substitution of Room: Wells Place Centre reserve the right to change the original room booked without notice, for an alternative room suitable for the number of attendees and stated purpose of the booking.

8.13 Access: Wells Place Centre is normally accessible on all floors to disabled users (although see clauses 6.9 to 6.12 above) , however if access is restricted due to circumstances beyond our control, clause 7.3 above applies.

8.14 Additional Time: Arriving early or leaving late will result in additional charges. Time is calculated from the time the first person occupies the room until the last person leaves. A 15 minute leeway is allowed, but use of the facilities outside of this time will be charged for. It is the responsibility of the Customer to ensure they sign in and out at reception and that the times of arrival and leaving are correctly noted.

9. Disputes:

9.1 Any disputes should be reported first to the centre staff through the established complaints procedure, and if this is not immediately referred to the Centre Manager, the customer should directly approach the Centre Manager during normal office hours.

9.2 If the Centre Manager has not resolved a customer's concern, the matter should be put in writing addressed to: The chair of the Trading Management Team, Wells Place Centre, Wells Place, Eastleigh, Hampshire, SO50 5LJ. The chair of the Trading Management Team will respond within 21 working days from the receipt of any written complaint.

10. Governing Law:

10.1 These Terms and Conditions have been constructed in accordance with the law of England and submit to the exclusive jurisdiction of the English courts.

Wells Place Centre is the trading name and a ministry of Eastleigh Baptist Church.

Wells Place Eastleigh SO50 5LJ

Telephone: 023 8061 3210