



# **EMBRACE** **SENSORY** **SPACES**

## **Terms and Conditions of Usage**

### Policies

The setting adheres to a number of external standards and has documentary evidence to support the way in which we comply with these standards and those which we set ourselves. This information is set out in the organisations policies and procedures records; a copy of each document is available for service users to view at any time.

### Interpretations

- Sensory room bookings are subject to availability and can only be made up to 2 months in advance.
- We reserve the right to charge for, cancel and/or refuse the acceptance of a sensory room booking.
- It is at the discretion of the Manager or person in charge in levying a fee against a sensory room booking, when that booking is then not used for whatever reason; this also applies to bookings which are subsequently cancelled.
- Sensory room bookings are payable at the time of confirmation of booking or by cash on the day and may be cancelled by the setting without notice if no payment is received.

### Hours

- You may not be admitted to the setting if arriving before the agreed start time.

### Fees

- All agreed charges must be paid prior to the hiring and no use of the sensory room will be allowed until payment has been made.

- We reserve the right to cancel bookings during any period of closure or part closure due to reasons of force majeure such as extreme weather, loss of heating, lighting, fire, flood, disease or industrial action and any event beyond the control of the owners for which they have made reasonable efforts to resolve including being prevented or denied access to the building.

#### Welfare

- Children and adults may not visit the sensory room while they are infectious. Children and adults who are or who have suffered from sickness and/or diarrhoea must not visit the sensory room until 48 hours has passed from the last incidence of sickness and/or diarrhoea.
- We reserve the right to refuse admission to any child we believe to be unwell.
- We are required to report any suspicions we may have that a child or vulnerable adult has suffered, is suffering or is at risk of suffering significant harm. Although this can be very distressing for parents and/or carers it is important to remember that “the welfare of the child is paramount” and that “parents will be afforded the right to honesty, full information as appropriate and the opportunity to express their views and challenge actions”.

#### Compliance

- There is a cancellation policy in place; therefore we ask that any bookings which need to be cancelled are done so at a minimum of 24 hours prior to the start of your booking.
- All sensory room bookings are subject to availability & can only be requested 60 days ahead from 7am by either booking/phone or in person.
- All users must familiarise themselves with and follow the guidance of usage before using the sensory room.

#### Health and Safety

- Parents/Carers are responsible for reporting any concerns to the Staff at Embrace Wigan and Leigh as soon as possible. In an emergency there is a First Aid kit available in the cafe.
- Please inform us if anyone has an accident, however minor – one of our staff will take a look and record the injury. If you need to summon the emergency services please ask the staff to call for you.
- Please follow all safety notices and instructions
- In the event of a fire, emergency or on hearing the alarm, please follow the instructions of the staff team. The assembly point is located at the far end of the car park near the road.
- No persons are allowed to wander around the site and must stay in the vicinity of the agreed locations.
- Adults/Carers are at all times responsible for actively monitoring their young people or adults using the facilities. This applies to all areas of the building including the sensory room.
- Under no circumstances should any vulnerable adult be left in the centre unattended.
- Use of equipment will be entirely at the risk of the Adult on the booking form.

## Sensory Room Usage

- A maximum of 6 persons can use the room at any given time.
- All users are expected to treat other people and property with respect.
- CCTV is in operation at all times.
- Children and vulnerable adults must be supervised at all times.
- Footwear must be removed and can be placed in the basket provided.
- Personal belongings can be hung using the hooks provided on the back of the sensory room door.
- Electrical switches must only be operated by parents and carers under the instruction of a member of staff.
- Please leave the room as you find it. No food or drink or other consumables shall be taken into the sensory room.
- Embrace Wigan and Leigh shall reserve the right to exclude any persons or groups found misbehaving or ignoring the Conditions of Hire.
- There should be no removal of Embrace Wigan and Leigh's property.
- Toilets are available and located on the ground floor.
- Report any breakages or damage to a member of staff immediately.
- Feel free to take photos with your mobile phone whilst in the sensory room.