

Our aim is to provide appropriate facilities that will enable groups to run events that are both successful and enjoyable. To make this possible requires that all guests follow certain rules and guidelines that protect themselves and other users of the centre. Group leaders are responsible for making sure these are communicated to all the members of their group and suitably enforced.

1. **ID Badges** must be worn by visiting group leaders at all times.
2. **Visitors** who are not staying residentially must be signed in at reception and sign out on departure.
3. **Alcohol and illegal drugs are prohibited** on site. Persons found with these items in their possession will be asked to leave immediately.
4. **No smoking** anywhere on site, except in the designated smoking area. Please dispose of smoking waste in the ash bin provided.
5. **No pets**, except guide dogs, are permitted on site.
6. **Parking** must be in designated areas only to ensure driveways are kept clear for emergency vehicle access. Please observe the site speed limit.
7. **Access to residential lodges and rooms** other than your own booked accommodation is not permitted.
8. **Tampering with fire detection equipment and alarms is a criminal offence** and the setting off of alarms for non-emergency reasons will result in a £50 charge per incident.
9. **Most internal doors are "fire doors"**, specifically installed for safety, and should not be propped open unless equipped with an automatic closing device linked to the alarm system.
10. **Emergency Exits** must not be used for general access unless permission is obtained from the centre management.
11. **Strictly no access to activity areas and equipment** unless accompanied by a qualified member of staff.
12. **Quiet hours** are between 11pm and 7:30am. For the comfort of other guests, our residential staff and our neighbours please keep your noise to a minimum after hours. Meetings and concerts etc must end by 11pm.
13. **Switch off lights in meeting rooms and communal areas** before going to bed.
14. **Furniture** and other items of centre property must not be moved between rooms without permission from the management.
15. **Lost or unreturned keys** will incur a £20 replacement charge each.
16. **Notices, posters, banners etc** must not be stuck to painted walls.
17. **Craft activities** involving paint or glue are not permitted in carpeted areas without suitable floor protection being provided and put in place by the group. Groups will be charged for the cleaning or replacement of all damaged carpets, floorcoverings and furnishings.
18. **Groups wishing to arrange their own outside activities involving water**, water bombs etc must obtain the agreement of the centre management and keep to the conditions that will be specified.
19. **No Litter to be dropped** anywhere within the buildings or grounds. Group leaders are responsible for making sure that their accommodation and venues are clear of litter before departure. An additional charge will be made if centre staff have to pick up litter after a group leaves.
20. **Guests are not permitted to heat or re-heat food** (except baby food for infants).
21. **Guests are generally not permitted to bring electrical appliances into the centre.**
  - Exceptions are made for phone chargers, laptop power packs and similar small items and the owner is responsible for ensuring they are in good order.
  - Hairdryers, hair straighteners and similar small appliances are permitted but the owners must ensure they are also in good order and are unplugged whenever not in use.
  - Larger appliances such as irons, heaters, toasters, microwaves etc are not permitted and their use is prohibited.
  - The management reserves the right to prohibit the use of any appliance deemed to be a risk to safety.