

The White Horse Federation Booking Pack

Last updated on 18th September 2020

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General Code of Conduct for Hirers

Please DO:

- Take the time to read the terms and conditions carefully.
- Observe and comply with the directions of the site staff at all times.
- Strictly observe your booking time to ensure that all parties arriving and leaving the site, do so promptly for the period you have booked and paid for.
- Sign in and out at reception so we know your group is on site.
- Keep a register of your attendees, you are responsible for them in the case of a fire.
- Ensure that those responsible for the supervision of minors adopt controls and practices to ensure minors are protected at all times under the care of a responsible nominated adult.
- Ensure footwear is clean prior to entering the site.
- Be considerate to other hirers on site. Where a Hire Period is for shared use, please respect the rights of the other hiring group and conduct activities to the agreed allocation.
- Book enough time to set-up and clear away.
- Note that the last 5 minutes of your booking is reserved for changeovers ensuring that the hired area is available for the next user.
- Ensure any electrical items that are plugged into electrical sockets have been PAT tested with the relevant certification (to be supplied before your booking commences) e.g. music players, lighting, fans etc.
- Leave hired areas clean and tidy as found.

Please DO NOT:

- Smoke or vape anywhere on site.
- Bring any alcohol on site without prior agreement.
- Consume any food or drink on site without prior agreement.
- Use offensive language or display any aggressive behaviour.
- Use video, photographic and mobile phone imaging equipment on site without prior agreement.
- Wear stilettos, quarter heels or black-soled shoes in any of our wooden floored halls.
- Bring pets or animals on site. Guide dogs are accepted.
- Bring chewing gum on site.
- Bring on site any items that could cause harm or injury to another person such as knives or glass objects.

Failure to comply with this Code of Conduct is a breach of our Terms and Conditions of Use and will result in termination of the session and all future bookings declined.

Code of Conduct for Hirers – All Weather Pitch, Astro and Grass Pitch Use

Please DO:

- Comply with all aspects of the General code of conduct.
- Refrain from spitting.
- Ensure water bottles (which are permitted) are removed after the session.
- Ensure you have the appropriate and permitted footwear for the surface you are playing on (check with site team if you are unsure).

Please DO NOT:

- Move goals from their position. Please ask site staff to move goals to a position you require.
- Do not deposit chewing gum on pitches. Chewing gum is not permitted on site.
- Do not consume food or drink inside the sports pitches. Water bottles are permitted.
- Bring any motor vehicle, motor bike, trailer or cycles into the pitch area.
- Participate in scrums during rugby activities as they are not permitted.

Failure to comply with this Code of Conduct is a breach of our Terms and Conditions of Use and will result in termination of the session and all future bookings declined.

COVID-19 Code of Conduct for Hirers - Updated on 11th September 2020

Do

- Ensure anyone who is symptomatic or suspects they may have been exposed to the virus does not take part and remains at home.
- Communicate that all activity organisers and all activity attendees will be required to wear a face covering at all times on site unless they are within their designated hire area or are exempt from wearing one.
- Maintain social distancing as per the latest Government Guidelines and check the guidance regularly for updates: <https://www.gov.uk/coronavirus>
- Enforce strong hygiene practices, including hand washing/sanitising on arrival; and for longer hire periods, regularly throughout the duration whilst on site.
- Clean equipment and touch points in the hired area such as sporting equipment, doors and door handles using the cleaning materials and black sacks/bin bags supplied by the site team at the end of the hire period. Black sacks/bin bags to be left outside the hired space and will be collected by the site team.
- Maintain records of all of activity organisers and activity attendees who come on site for Test and Trace purposes. This is a requirement by law and must include:
 - name
 - contact number
 - date of visit
 - arrival time
 - departure time, if possible

Further information can be found here:

<https://www.gov.uk/guidance/maintaining-records-of-staff-customers-and-visitors-to-support-nhs-test-and-trace>

- Ask activity attendees to arrive ready for their class/activity (changing rooms will be closed).
- Ensure activity attendees arrive and leave precisely at the allotted booking times to avoid overlaps with others on site and congestion through entrances and exits.
- Ensure that both activity organisers and activity attendees follow any signs or guidelines outlined and displayed on site or provided by the site team.
- Maintain good ventilation, by keeping doors and windows open where possible.
- Ensure that any new hazards that were not previously identified on your risk assessment are added and an updated copy is sent to office@bookingsguru.co.uk.
- Communicate that where activity organisers or activity attendees are arriving via public transport, face coverings should be worn at all times during the journey.
- Report any confirmed cases within the group to office@bookingsguru.co.uk.
- Relocate anyone who begins to display symptoms of Covid-19 to a safe area, report to the site team and await further instructions.

Don't

- Touch any equipment you don't have to.
- Use equipment which cannot be cleaned after use (such as soft furnishings).
- Touch any unnecessary surfaces in thoroughfares (such as walls) as you navigate the site.
- Wander from the designated hire area.
- Remove footwear whilst on site.
- Leave waste or belongings in the hired spaces after the letting has concluded.
- Remove face coverings unless you are located within the hired area.

Failure to comply with this Code of Conduct is a breach of our Terms and Conditions of Use and will result in termination of the session and all future bookings declined.