

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. Failure to comply will result in individual (s) / group being required to depart.

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 before reception closes.
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 / vaping** anywhere on site, except in the designated smoking area. It is illegal to smoke in our premises.
5. **No pets**, except guide dogs, are permitted anywhere onsite, including car park. Guidance on attendance with guide dogs will be communicated in advance of arrival.
6. **Parking** must be in designated areas only to ensure driveways are kept clear for emergency vehicle access. Please observe the site speed limit and be aware of children. Do not park or drive on the grass at any time.
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 (inc. covering detectors)** and setting off the fire alarm when there is no fire will result in a minimum £50 (ex VAT) charge per incident but can also result in criminal proceedings.
9. **Most internal doors are FIRE DOORS**, specifically installed for fire 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 and must remain clear at all times.
11. **Strictly no access to activity areas and equipment** unless accompanied by a trained or qualified member of centre 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+VAT replacement charge each.
16. **Notices, posters, banners etc** must not be stuck to painted walls. Sticky-tape must not be used anywhere.
17. **Craft or messy activities** especially 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, floor coverings and furnishings.
18. **Groups wishing to arrange their own outside activities**, including involving water (water bombs etc) or external contractors, must obtain the agreement of the centre management and keep to any conditions that are specified. Insurance details, risk assessments and any liability waiver must be provided in advance.
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. Charges may apply.
20. **Guests are not permitted to heat or re-heat food** (except baby food for infants) and should not *bring nut containing products*. Pioneer & Whitemoor ONLY dining rooms and public spaces are **NUT FREE ZONES**. For safety reasons and the management of medical diets/allergies, guests should not bring homecooked cakes without prior written agreement from the Centre Management.
21. **Guests are generally not permitted to bring electrical items 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.
 - Sound and stage equipment may also be permitted through prior approval by the centre and provided that it is fully tested, safe and used only by a responsible and experienced/trained adult for the purposes of providing group sessions.
 - 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.
22. **No sales transactions** may take place on the premises without the prior written consent of the Centre Management.
23. **Fireworks are strictly prohibited** onsite and in the surrounding fields.
24. **Guests must not attend site with a contagious disease and must evacuate immediately upon diagnosis or related symptoms.**
25. **Group leaders should** have access to an emergency vehicle throughout their stay.
26. **The Centre does not tolerate** bullying, harassment, distasteful or hateful speech of any kind to its staff or guests.
27. **Drones** are not allowed without prior written permission, registration, and signed agreement form.