

## Standard Booking Conditions

Thank you for your interest in visiting the Greater Manchester Fire and Rescue Service (GMFRS) Training and Safety Centre.

During your visit some of our crews may also wish to come and talk to you about fire safety and other related issues. We ask that you help facilitate this as safety education is crucial for everyone and it's a real opportunity for us to build some links with the community and really work together to help save lives.

We very much hope you enjoy using our Community Room and if you have any questions or feedback please contact the GMFRS Contact Centre on **0800 555 815** or by email [safetycentre@manchesterfire.gov.uk](mailto:safetycentre@manchesterfire.gov.uk)

You will understand that we have to have rules about how our facilities are used and these are set out below:

# 1. Bookings

- 1.1. GMFRS classes a school or college visit as an organised group of students in full time education visiting as part of their course of studies led by staff.
- 1.2. All schools and colleges are asked to book as far in advance as possible, with a minimum of two weeks' notice to enable GMFRS to provide the appropriate level of guides and support.
- 1.3. The person making the booking shall be considered the Organiser.
- 1.4. Contact details for the person leading the visit, the Group Leader, must be provided if the Organiser is not leading the visit in person.
- 1.5. The group details attending for the visit must be as specified at the time of booking.
- 1.6. The visit duration and use of the facility shall be restricted to those areas and times agreed on the booking form.
- 1.7. We are not able to take provisional bookings. All enquiries and bookings are dealt with in the order in which they are received.
- 1.8. Visits are subject to availability.
- 1.9. Please note the booking is not confirmed until the Organiser has received the confirmation email from GMFRS Contact Centre.
- 1.10. On arriving at the Safety Centre the Group Leader must provide an attendance register and note the fire routine instructions.
- 1.11. The Organiser must ensure that the Group Leader is aware of the GMFRS Terms and Conditions regarding the booking and visit to the GMFRS Training and Safety Centre.
- 1.12. To request a booking fill in our online Booking Form and agree to the GMFRS Terms and Conditions. You should receive an automated email response to your booking. If you do not receive this please contact us at [safetycentre@manchesterfire.gov.uk](mailto:safetycentre@manchesterfire.gov.uk)
- 1.13. Please only make your travel arrangements after your booking has been confirmed.
- 1.14. Add [safetycentre@manchesterfire.gov.uk](mailto:safetycentre@manchesterfire.gov.uk) to your 'safe senders' list to ensure our emails reach you.

1.15. For any changes or cancellations to your booking please email: [safetycentre@manchesterfire.gov.uk](mailto:safetycentre@manchesterfire.gov.uk) or phone Contact Centre: 0800 555 815.

## 2. Charges

2.2. Visits to the GMFRS Training and Safety Centre are FREE.

2.3. There are no cancellation charges, but please refer to 3.1.

## 3. Cancellation

3.1. We don't charge for cancellations, however, please let us know no less than one week in advance if you can't visit so we can offer the space to another group.

3.2. Cancellations must be made in writing to [safetycentre@manchesterfire.gov.uk](mailto:safetycentre@manchesterfire.gov.uk) or by phoning GMFRS Contact Centre on 0800 555 815.

3.3. GMFRS reserves the right at any time to refuse or cancel a booking to be held on its premises without notice.

3.4. In the event of a cancellation by GMFRS, every effort will be made to offer an alternative date or venue.

3.5 GMFRS shall not be liable whatsoever, either to the School/College or to any person in respect of a claim of compensation for travel, hire charges or damages arising in any manner from the cancellation.

## 4. Adult to child ratio

4.1. Schools and Colleges **must** have at least a 1 adult to every 10 Children (under 18).

4.2. Arranged visits will not proceed without the required Adult to Child ratio.

## 5. Catering

5.1. Groups are requested to advise us if they plan to purchase lunch from the Café to ensure that their needs and allergies can be catered for where possible.

5.2. Outside catering will not be allowed on the site without prior approval by the GMFRS Contact Centre.

5.3. Groups can use the seating area to eat their own packed lunch with prior agreement so that we can reserve tables for you.

5.4. When agreed, caterers or any persons providing hot food for a function / event must comply with current health, hygiene and public insurance liability requirements.

5.3. It is the Group Leaders responsibility to tidy up the Café area utilised by their group after use.

## 6. Restrictions/Prohibitions

6.1. Groups are restricted to a maximum of 40 including both children and adults, unless with prior agreement.

6.2. Children must be supervised at all times.

6.3. With the exception of guide dogs, animals are not permitted on site.

6.4. If in the view of GMFRS personnel the noise level from any particular group is deemed to be excessive, steps will be taken to reduce the level to allow all users of the premises undisturbed use of the facility.

6.5. Smoking is not permitted on any part of the Training and Safety Centre or GMFRS premises.

6.6. Alcohol is not permitted on GMFRS premises or any part of the Training and Safety Centre unless it is part of a special event.

6.7. Flammable materials and articles of an explosive nature are not allowed on the Training and Safety Centre site without prior approval from GMFRS Contact Centre.

## 7. Health and Safety

7.1. This facility is provided within an operational Training Site and on no account must persons attempt to gain access to any other rooms or parts of the site.

7.2. The Organiser making the booking must ensure that the responsible person the Group Leader, makes themselves aware of any safety and fire alarm instructions prior to commencement of the visit. Copies of both safety instructions and fire alarm procedure will be available from reception. It is a requirement that the Group Leader familiarises their group with the actions to be taken in the event of hearing the alarm.

7.3 In the event of an accident or near miss injury, a member of the group should inform a member of GMFRS personnel immediately.

7.4. Toilet facilities are provided.

7.5. There is a First Aid room on site.

7.6. The Organiser must ensure that the GMFRS Contact Centre are informed PRIOR to the visit of any particular needs of their group (including disabilities), the information will be used to ensure the safety of all visitors and will be handled in accordance with the key principles of the Data Protection Act 1998.

7.7. In the event of the fire detection system operating, groups will be required to follow instructions from any member of GMFRS personnel in the event of an emergency.

7.7. The Group Leader and group must comply with all directions of GMFRS personnel with regard to health and safety.

7.8. If during the visit any person connected with the function is concerned about the safety of those present, or the building, they must inform a member of GMFRS personnel. Immediately.

7.9 The Group Leader shall ensure that children are supervised at all times in accordance with current child safety guidance and comply with item 6.2 above.

## 8. Diversity

8.1. We want all of our communities to utilise this facility in line with GMFRS stated values and ethics and as per our 'Values and Behaviours' as detailed in the [GMFRS Corporate Plan](#).

8.2. GMFRS's commitment to the principles of equality is outlined in its Equal Opportunities Statement, both in its employment practice and in its provision of services.

8.3. Both in its capacity as an employer and as a provider of services to others, GMFRS is determined to make all efforts to prevent discrimination or other unfair treatment against any of its staff, potential staff or users of its services, regardless of race, gender, religion, sexual orientation, responsibilities for dependents, age, or disability.

8.4. GMFRS takes into account the needs of those for whom they run services. Services will be appropriate and responsive to the needs of their users, while maintaining a balance with the general principles of equality of opportunity.

8.5. GMFRS is committed to providing services which are relevant, attractive and accessible to all those who might wish to use them. All GMFRS personnel and members of the community who use our facilities are required to ensure that they commit to and fulfil this aim.

8.6. The Service will not tolerate contravention of its Equal Opportunities Policy by any employee or persons who are taking part in any scheme or activity run by or in conjunction with GMFRS and will deal with unacceptable conduct.

## **9. Access**

9.1. This facility is provided within an operational Training and Safety Centre, access routes for fire appliances and emergency vehicles must be kept clear at all times.

9.2. There is limited parking on site, including coach parking, but parking is not guaranteed during busy periods.

9.3. Emergency fire exits must be kept clear at all times.

9.6. Where practical, GMFRS has provided facilities that are D.D.A. compliant. Building construction and room utilisation dictates that on some of our premises full D.D.A.

compliance may not be possible. However, GMFRS will endeavour to provide alternative activities in the event any part of the venue is unsuitable.

## **10. Damage**

10.1. GMFRS cannot accept responsibility for loss of, or damage to, personal belongings brought onto site.

10.2. GMFRS shall not be held responsible for any loss of or damage to any property arising out of the booking, or for the death of, or personal injury to, any person except where such death or personal injury is caused by the negligence of GMFRS. GMFRS shall not be held responsible for any loss due to any breakdown of machinery, failure of supply to electricity, gas or telephone, leakage of water, fire, riot, government restriction, terrorist activity or act of God which may cause the premises of GMFRS to be temporarily closed or the function interrupted.

10.3. Vehicles are left in the car park at the owner's risk during visits to the centre.

10.4. The Group Leader will be required to notify their GMFRS Guide, Reception or catering staff in the cafe, at the time of any accidents, spillages, breakages or damage to any equipment fixtures and fittings during their visit.

10.5. The Organiser shall be held responsible for insuring all equipment brought on the premises and for any damage caused to GMFRS property by any person, equipment or exhibits brought onto the premises by the Organiser or Group Leader and members of the group.

# **11. Media and Publicity**

11.1. GMFRS personnel must be made aware in advance of any contact with the media, which may identify or impact upon the GMFRS Training and Safety Centre or its employees.

11.2. The GMFRS Contact Centre must be made aware in advance of any special guests invited to events. (e.g. Mayor or M.P, media, celebrities.)

# **12. Agreement to Booking and Visit Conditions**

12.1. By ticking the Terms and Conditions box on the electronic booking form, the Organiser, Group Leader and all group members undertake to strictly comply with the conditions of Bookings and all requirements detailed in the Terms and Conditions as detailed in sections one to 12 above.

12.1 Where the booking is not made online, a hard copy of the Terms and Conditions will be provided for signature of the Organiser who will sign it on behalf of the Group Leader and all members of the visiting group.