



Cheshire
Fire & Rescue Service

Booking and visit terms and conditions for group visits to Safety Central

Introduction

Safety Central is owned and operated by Cheshire Fire Authority, with which this booking agreement is made. If you have any questions or comments, please email safetycentral@cheshirefire.gov.uk or contact the Safety Central team on 01606 868643.

These terms and conditions set out the process for booking a visit to Safety Central, rules about how our facility is used and the standards of behaviour we expect of our visitors.

1. Making your booking

1.1 Cheshire Fire Authority classes a **group visit** as an organised group of school or college students in full-time education or a youth or community group led by staff or volunteers.

1.2 The group attending must be that specified at the time of booking.

1.3 The person making the booking shall be considered the **organiser**.

1.4 When submitting the booking form, the organiser confirms that they are over 18 years of age and have the authority of all parents/guardians of those under 18 years of age to make the booking.

1.5 The person leading the visit, if different to the organiser, shall be considered the **group leader**. Contact details for the group leader must be provided at the time of booking.

1.6 The organiser must ensure that the group leader is aware of these terms and conditions prior to the group visit.

1.7 A **booking confirmation** will be sent on receipt of the completed booking form. Once the booking confirmation is processed there will be a legally binding agreement between you and Cheshire Fire Authority.

1.8 The booking is not confirmed until the organiser has received the booking confirmation from Safety Central. Please add safetycentral@cheshirefire.gov.uk to your 'safe senders' to ensure emails from Safety Central reach you.

1.9 Only make **travel arrangements** to and from Safety Central after your booking has been confirmed. Please note that all travel to and from Safety Central is arranged by the visiting organisation and Safety Central can accept no responsibility for any problems due to transport difficulties.

1.10 Safety Central is not able to accept provisional bookings. All visits are subject to availability and all enquiries and bookings are dealt with in the order in which they are received.

1.11 For any changes to your booking, please email safetycentral@cheshirefire.gov.uk or call the Safety Central team on 01606 868643.

2. Cancellation

2.1 There is no charge to visit Safety Central because Cheshire Fire Authority covers its running costs in full, which include training and expenses of our volunteer rangers.

2.2 Cheshire Fire Authority reserves the right to charge a **£100 cancellation fee (inclusive of VAT)** to recover the cost of employees' time and volunteer expenses if a group cancels its visit with less than 10 working days' notice or fails to arrive for its planned visit.



2.3 Cancellations must be made in writing to safetycentral@cheshirefire.gov.uk and followed up with a telephone call to the Safety Central team on 01606 868643.

2.4 All groups should leave a reasonable time for their journey and aim to arrive in good time for their visit and no later than 15 minutes prior to the start of the activities. While every effort will be made to accommodate late arrivals, any group arriving after the allocated time will be admitted at Safety Central's discretion or may find their programme has to be cut short.

2.5 Cheshire Fire Authority reserves the right to refuse or cancel a booking to be held on its premises, without notice.

2.6 In the event of a cancellation by Cheshire Fire Authority, every effort will be made to offer an alternative date or venue.

2.7 Cheshire Fire Authority shall not be liable whatsoever, either to the group or to any person, in respect of a cancellation, for travel, hire charges or damages arising in any manner from the cancellation.

3. Restrictions

3.1 Groups will be divided into teams to take part in learning programmes. You will be advised of the number of teams upon booking and, if you are attending from a school, college or youth group, you must ensure you bring at least one supervisory adult for each team.

3.2 Arranged visits will not proceed without the required number of supervisory adults. In these circumstances, we reserve the right to invoke our cancellation charge.

3.3 Maximum numbers apply, depending on the learning programme you are taking part in. You will be advised of this number upon booking and must not exceed it on the day of your visit.

3.4 To ensure as many people as possible are able to enjoy Safety Central, smaller groups might be paired with other smaller groups for their visit. Please make every effort to arrive on time in order not to delay the start of the programme for another group.

4. Health and safety

4.1 Children must be supervised at all times when not taking part in activities led by our rangers.

4.2 With the exception of guide dogs and assisted living dogs, animals are not permitted on site.

4.3 Smoking is not permitted on Cheshire Fire Authority premises.

4.4 Alcohol is not permitted on Cheshire Fire Authority premises unless served as part of a special event.

4.5 Safety Central is adjacent to an operational fire station and on no account must visitors attempt to gain access to restricted rooms or training areas.

4.6 Access routes for fire appliances and emergency vehicles must be kept clear at all times.

4.7 On arrival at Safety Central, the group leader must provide an attendance register.

4.8 In the event of the fire detection system operating or another emergency, groups will be required to follow instructions from any Safety Central team member. Visitors must comply with all directions of Safety Central staff and volunteers with regards to health and safety.

4.9 If, during the visit, the group leader or any visitor is concerned about the safety of those present, or the building, they must inform a Safety Central team member immediately.

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



6. Accessibility

6.1 Cheshire Fire Authority is committed to the principles of the Equality Act 2010 and has taken every effort to ensure that everyone, regardless of their age, gender, ability, ethnicity, religion or sexual orientation, is able to access Safety Central and its educational activities. If any particular activity is unsuitable, for reasons of physical access or otherwise, Safety Central will endeavour to provide reasonable adaptation or enhancements or alternative activities if necessary.

6.2 The organiser must ensure that Safety Central is informed, prior to the group visit, of any particular needs of group members, including disabilities and any group members who may be sensitive to any of the safety activities due to any previous personal experience. Any personal data required by Safety Central will be handled in accordance with the key principles of the General Data Protection Requirement and in accordance with the policies of Cheshire Fire Authority which are fully compliant with relevant statutes.

7. Expected standards of behaviour

7.1 The group leader shall at all times be responsible for the behaviour and conduct of their group. We reserve the right to suspend any visit where standards of behaviour are not acceptable.

7.2 If, in the view of the Safety Central team, the noise level from any group is deemed excessive, steps will be taken to reduce the level to allow all visitors undisturbed use of the centre.

7.3 Cheshire Fire Authority will take a zero tolerance approach to any physical or verbal abuse or threatening or dangerous behaviour from a visitor towards any member of the Safety Central team or other visitors. In these circumstances the group will be asked to leave the centre and may be excluded from future use.

8. Damages

8.1 Cheshire Fire Authority cannot accept responsibility for loss of, or damage to, personal belongings brought onto site.

8.2 Cheshire Fire Authority shall not be held responsible for any loss of or damage to any property belonging to any visitor or participant at Safety Central connected with any booking or visit. Cheshire Fire Authority shall not be held responsible for the death of, or personal injury to, any person whilst on Safety Central except where such death or personal injury is caused by the negligent act or omission of employees, agents, volunteers or personnel of Cheshire Fire Authority acting under the name of Safety Central.

8.3 Cheshire Fire Authority shall not be held responsible for any financial loss, loss of profit, consequential loss or damages of any kind 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 Safety Central to be temporarily closed or the visit interrupted.

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

8.5 The group leader will be required to notify the Safety Central team at the time of any accidents, spillages, breakages or damage to any equipment, fixtures and fittings during their visit.

8.6 The organiser shall be held responsible for insuring all equipment brought onto the premises and for any damage caused to Cheshire Fire Authority property by any person, equipment or exhibits brought onto the premises by the organiser, group leader and members of the group. Organisers should ascertain in advance that they have sufficient insurance to cover the participants' property when visiting Safety Central.



9. Media and publicity

9.1 Safety Central must be made aware in advance of any contact with the media, which may identify or impact upon its staff or volunteers. The team must be made aware in advance of any special guests (e.g. a mayor or MP, councillor, celebrity or journalist) joining a group visit.

9.2 Photographs may be taken by Safety Central's staff or volunteers during the group visit for legitimate marketing and promotional purposes, for use at the time of the visit and in the future. We will discuss such requests prior to your visit.

9.3 Safety Central will not name any child under the age of 18 in its publicity.

9.4 Safety Central may give its consent upon request to the taking of photographs for educational purposes by the organiser and group members.

10. Agreement to booking and visit conditions

10.1 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 sections one to nine above.

10.2 Where the booking is not made online, a hard copy of the terms and conditions will be provided for the signature of the organiser, who will sign it on behalf of the group leader and all members of the visiting group.

