

BOOKING ARRANGEMENTS

Bookings are administered and supervised by staff based at Islesburgh Community Centre, King Harald Street, Lerwick, Telephone Lerwick (01595) 692114, Fax (01595) 745144. Office hours are **Daily 9.00am to 9.00pm**

Provisional bookings are accepted up to 24 months in advance, but must be confirmed or cancelled 3 months prior to the date of the booking. Confirmed bookings are accepted up to 12 months in advance. Cancellation of a confirmed booking may incur a cancellation fee.

At the time of booking the applicant must advise the purpose of the let; accommodation requirements and any additional services or arrangements sought. This may include other facilities, the proposed operation of a licensed bar or provision of alcohol or catering.

Lets are generally granted on a first come first served basis. Priority is given to local voluntary organisations as this is the main purpose of the facilities. Lets to non-voluntary bodies and commercial organisations are accepted but charged at a higher rate. Sub-letting by the group is not permitted.

Lets of accommodation and facilities are granted on a sessional basis. A session is period of up to 4 hours between 9.00am and 11.00pm. Lets which exceed 4 hours incur additional let charges. Sessions for theatre use, video editing and music recordings are of periods up to 5 hours (8.00am to 1.00pm, 1.00pm to 6.00pm and 6.00pm to 11.00pm).

Overnight hostel accommodation is not let on a sessional basis, but on the terms applied by the Scottish Youth Hostel Association. Details are available from the Community Centre Office and from the SYHA.

The name and address of the individual with overall responsibility for the let and, if different, the name and address of the responsible person(s) in attendance for the duration of the let, shall be notified when the booking is made. Should changes occur, these should be notified prior to the booking.

Islesburgh is not liable for any costs which may accrue as a result of refusal, alteration or withdrawal of accommodation, or for the provision of alternative accommodation.

Islesburgh reserves the right to refuse, alter or withdraw accommodation let by them. The reason for such action will be notified to the applicant/group. The reason may be matters outwith the direct control of the *Islesburgh* such as the condition/repair needs of the accommodation, the safety of users, or when the accommodation is required by the emergency services to co-ordinate an incident.

The accommodation offered to the applicant/group will be determined by *Islesburgh Complex*.

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POWER OF ENTRY AND INSPECTION

Managerial and steward staff, and members of Islesburgh Management Committee shall be entitled, at any time during the groups occupancy, to enter and inspect the accommodation leased.

The group is required to carry out instructions given during such inspections.

The following officers have power of entry and inspection and shall not be prohibited by the group:

- Police Officers
- Fire Officers
- Customs and Excise Officers

RESTRICTED AREAS

There are several areas within each building which are designated as Restricted and access to these areas is prohibited. These areas include offices, storage areas, staff room, theatre roof void and cafeteria serveries. The following are restricted, unless as part of a let - Islesburgh Community Centre kitchen, theatre controls room.

There are areas which are not available as lettable spaces. These include all stores, offices and first-aid rooms.

Visits to Restricted Areas - although certain areas are restricted for operational/safety reasons, these may, with prior arrangement, be viewed by small groups.

Access Restricted - unfortunately there are areas which continue to be inaccessible to those with impaired mobility.

SAFETY MEASURES AND PROCEDURES

Accidents/Incidents

The group is required to report all accidents, however minor, and any incident which resulted in, or caused a threat to, the safety of users, the building or its contents.

Report books are located in each building as noted below. The group must complete the report and hand it to the duty Steward, Cafe Assistant or Receptionist, whoever is the most readily available. Accident / Incident Report forms are available at :

- | | |
|------------------------------------|---------------------------|
| Islesburgh Community Centre | - Community Centre Office |
| | - Cafe |
| | - Stewards Office |
| Islesburgh House | - Reception |
| Garrison Theatre | - Stage Door Lobby |

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Attendants are on duty when the Theatre auditorium is in use by the general public. The group for that event may be required to make available up to two volunteers to assist the attendants with the general supervision and safety of the public.

Exits and Exit Routes must be maintained free from obstruction at all times to allow safe departure from the buildings. Users are advised to familiarise themselves with exit routes from the area of their let.

Fire fighting apparatus is located throughout each building at designated FIRE POINTS. Only use this equipment to help clear/protect an escape route, and if you know how to operate the equipment. Take time to read operating instructions NOW. Your main concern is **safe evacuation** of users and yourself.

Fire Alarms require ALL users to vacate the building by the safest route, go to the designated Assembly Point and report to the member of staff co-ordinating the record of evacuation. The Assembly Point for each building is as follows.

Islesburgh Community Centre (I.C.C.) - Corner of North Car Park, ICC
Islesburgh House (I.H.) - Car Park outside Reception , IH
Garrison Theatre - Grounds of County Buildings (outside police station)

Fire Risks. The user is required to adopt sensible and tidy practices to reduce fire risks. Prior approval is required before highly flammable substances are brought into or used in the buildings; and when live flame or smoke is to be used. The group may be required to fireproof materials, and/or provide additional safety measures.

First Aid equipment is available in each building at the following locations for use in emergency.

Islesburgh Community Centre - First Aid Room
Islesburgh House - Reception and Kitchen
Garrison Theatre - Foyer and Kitchen

Users are reminded of the requirement to report all accidents

The First Aid Rooms (Islesburgh Community Centre and Islesburgh House) are available for the treatment of injuries but only under the supervision of a recognised First-Aider. Every endeavour is made to ensure a trained First Aider is on duty whilst the buildings are open to the public.

Instructions from Staff concerning safety matters must be acted upon promptly by the group.

CHARGES

In return for let of accommodation the group will pay the charges set by *Islesburgh Trust* and any additional charges associated with services provided. VAT is applicable to the let of serviced accommodation such as the kitchen, video edit, recording facilities and overnight hostel accommodation. Payment for all services under £25.00, as well as hostel accommodation, use of video edit facilities, and band practices, are required at the time the booking is made. Charges in excess of £25.00 may be invoiced monthly with payment required within 30 days. Dispute over invoices must be notified in writing within 7 days of receipt of the invoice. Charges and prices are normally reviewed annually. However, *Islesburgh Trust* reserve the right to adjust charges and prices as and when necessary.