

**TERMS OF BOOKING/ USE SNOEZELLEN FACILITIES
DAYCARE SOLUTIONS LIMITED**

Booking Arrangements

1. Bookings for use of the facility must be made not less than days/ weeks before use commences.
2. No more than bookings of sessions in any week/month may be made.
3. Bookings will not be accepted more than months from use commencement (except block bookings agreed specifically in advance in writing with DCS).
4. There must be fax/e-mail/written confirmation of bookings. DCS will accept no responsibility for oral bookings unless confirmed by them.
5. Bookings may be cancelled without charge provided notice of cancellation is received and acknowledged by DCS no later than 48 hours prior to the use commencement.
6. Bookings cancelled less than 48 hours prior to use commencement will incur a cancellation fee of £..... and no booking will be accepted from the same or similar user until that fee is paid.
7. If any repeat user cancels any booking more than 5 times in any 6 month period DCS has the absolute discretion to refuse to make future block bookings.
8. No more than 8 users (excluding escorts, carers, or supervisory staff attending with users) may book the facility at any one time.
9. On booking the person responsible must notify DCS of the name, age and any particular requirements of the user for whom they are responsible.
10. Bookings can only be accepted by DCS for users aged 18 or over between the inclusive hours of 9am and 5pm on Monday to Friday in any week.
11. DCS can only accept bookings for "mixed age groups" by separate written agreement upon such terms as DCS may specify and only from recognised mixed user group organisers.

Access

12. Please use the designated access ways, (roads, paths and entrances leading to the facility) only.
13. Parking is by prior agreement with DCS in designated pre-arranged parking bays/spaces.

14. There is no permitted access to or over any other part of the premises upon which the facility is located.
15. Please do not block, obstruct, or park upon, any of the access ways at any time.
16. Use the access ways quickly, quietly and in compliance with the instructions given from time to time by DCS or the owners/operators of the site and in consideration for other users of the site/premises/facility.

Use of the Facilities.

17. All users must be accompanied by a responsible and capable supervisor/carer/supervisory staff who is suitably and adequately qualified so to act and in appropriate cases is CRB checked.
18. All supervisors, carers or supervisory staff (other than DCS) must be inducted by DCS on their first attendance as to the use of the facility. It is the responsibility of each carer/supervisor/supervisory staff to notify DCS of the requirement for induction on their first attendance.
19. Suitable clothing and footwear must be worn by both users and supervisors/carers within the facility. Usually all shoes should be removed within the facility.
20. There is a strict prohibition enforceable by DCS staff against:-
 - a. smoking in or around the facility;
 - b. the bringing of, and or consumption of alcohol or other intoxicating liquor, onto or upon the facility, premises or site;
 - c. bringing into the facility and/or use of drugs other than prescribed drugs required to be administered to a user during their time at the facility.
21. Users must be supervised at all times and not left unsupervised at any time.
22. Any user who requires the administration of medication during their time at the facility must be notified to DCS and the appropriate arrangements made for the safe and proper administration of medication.
23. Any medication brought onto the facility for users must be kept securely and safely on the person of the supervisor, carer or supervisory staff and must not be left unattended at any time.
24. DCS must be notified if any user is subject to any particular form of medication which may have an impact on their conduct whilst using the facility.
25. The facility and each and every piece of equipment utilised in the facility must only be used for their intended purpose and not for any other purpose and must not be

- 25.1 damaged
 - 25.2 misused
 - 25.3 left unclean, untidy or in any hazardous location where harm or damage could be caused to other users, supervisors, carers or supervisory staff.
26. Any damage to or want of condition of any equipment becoming apparent to a user, supervisor, carer, or supervisory staff during its usage at the facility must be reported to DCS.
27. If any equipment does not function properly it must be reported to DCS.
28. The facility must be kept at all times secure and left so on departure.
29. Heating/lighting equipment must only be activated/de-activated or adjusted by DCS staff. Users, their carers, supervisors or supervisory staff are not permitted to start, stop or adjust heating or lighting provision.
30. DCS will, in its absolute discretion, agree to permit items of equipment to be borrowed by carers/supervisors/supervisory staff for the use of users outside the facilities provided:-
- 1. it is agreed with DCS prior to removal from the facility;
 - 2. a time/date for return of equipment is agreed in advance;
 - 3. should DCS require return within the agreed period the equipment will be returned to DCS on demand and no charge will be made for such loan of equipment provided the above conditions are complied with.
31. The facility may not be used by more than 8 users (excluding carers, supervisors, supervisory staff and DCS staff) at any one time.
32. Users, their carers, supervisors or supervisory staff must be conscious that the facility may be shared with other organisations and that it must be used quietly and responsibly having consideration for others.
33. Users, carers, supervisors and supervisory staff are not permitted access to any other parts of the premises other than those used and designated as the facility used by DCS.
34. Any accident or incident of a violent or unusual nature must be reported to DCS.
35. Each and every carer, supervisor or supervisory staff responsible for a user shall be responsible for user's cleanliness and personal hygiene. Any incident involving cleanliness or personal hygiene (such as an incontinence accident) must be reported to DCS staff who will assist as appropriate and necessary within the remit of their capability.
36. All fire exits, escape routes, fire doors and other exits must be kept free of obstruction and safely used. Any explosive, flammable, dangerous, or unstable substance, liquid or solid must not be brought into the facility. Any

implement, substance or entity which could be used to self harm or cause harm to others must not be brought into the facility.

37. DCS may curtail, limit or prohibit the use of the facility by the user carer/supervisor or supervisory staff in the event of any breach of these terms and conditions or in the event that any conduct by the user, carer/supervisor or supervisory staff breaches any policies or rules laid down by the Bedfordshire and Luton National Health Service Trust in the use of the facility.

Liability

38. Use of the facility is entirely at the risk of the user, their carers, supervisors or supervisory staff and DCS will not accept liability or responsibility for any loss or damage caused by or to any user, their carers/supervisors/supervisory staff howsoever and whatsoever occurring.