



Twinkle House

Terms and Conditions

Tel: 01695 455 625 / 07515 494 037
Email: enquiries@twinklehouse.co.uk
Website: www.twinklehouse.co.uk
Facebook: https://www.facebook.com/nwthouse
Twitter: @NW_House
Instagram: Twinklehousenw

2 Gorsey Place
East Gillibrands
Skelmersdale
WN8 9UP



Registered Charity No:1121205

Registered Company No:6291384

We are delighted that you have chosen to use the services or facilities of Twinkle House and want to ensure that your time spent on our premises is both enjoyable and safe. This pack has been produced to ensure you have all the information and guidance you need to ensure that everyone's health and safety is maintained when visiting our premises and using the services or facilities provided.

Twinkle House follows all recommended practices

You (all service users and leaders) will be liable for any damage to Twinkle House equipment property and /or premises caused by you.

We recommend that all group leaders carry out a risk assessment if anyone in your group has additional needs.

You are responsible for the health and safety of people in your care at all times. They should not be left alone or in the care of Twinkle House Staff. Please ensure you constantly monitor your group member giving them your full attention at all times.

Please advise us if there is any risk to our staff members.

We look forward to welcoming you all as valued users of our centre.

We would remind you that:

Our risk assessments for all our facilities and full copies of our policies and procedures are available to view upon request.

Hiring our rooms / Room hire policy:

We at Twinkle House pride ourselves on the range of facilities that we are able to offer to a wide range of people of all ages and abilities. Please adhere to our guidelines, recommendations and rules, they are there to ensure that your experience with us is always a positive and supportive one.

If you wish to discuss a booking, please contact Reception on 01695 455 625. A £10 non-refundable deposit will be taken at time of booking and full payment will be required before your session starts.

Hoisting facilities are available in the Hydrotherapy Pool and Large Sensory room.

Carers are responsible for the safe use of this equipment. Please ensure all carers are competent in the safe use of hoists and slings. Instruction will be given in hoist operation by our Facilities Officer if it is to be used.

TWINKLE HOUSE DO NOT PROVIDE HOIST SLINGS IN EITHER ROOMS.

Twinkle House will have provided you with full guidance in our Users Guide to our Hydrotherapy Pool, Large Sensory and Immersive Rooms.

Late arrival:

If you are late arriving, your session will still end at your booked time.

It is important to us that Health and Safety, Safeguarding and Confidentiality are upheld by all on our site whether working or visiting. To this end we would appreciate that you read and adhere to the information that follows and help us to create a safe, friendly and enjoyable environment for everyone.

Cancellation Policy:

Designed to be as compassionate as possible in the case that your plans and circumstances change.

This policy allows you to transfer the credit of your booking to another available slot if we receive notice of cancellation 48 hours prior to your booking. Unfortunately, any cancellations with less than 48 hours' notice will result in no credit and full payment will be charged. A full refund policy applies if you cancel within 30 days of your booking

If we have to cancel your booking:

If your booking is cancelled by Twinkle House, then the sessions missed will be refunded in full or alternative date/time offered.

Mobile Phone, Camera and Video use on site

You may be asked to put your phones on silent due to the multiple use of the building and when classes are being held and a quiet environment is necessary.

It is our intention to provide an environment in which children, young people, vulnerable adults, carers, visitors, staff and volunteers are protected from images being recorded and inappropriately used. Photographs or video should only be taken while in your session and not in public areas where other service users may be present or in shot.

If posting to Social Media, ensure that you have permission of Twinkle House Management and tag:

Facebook: <https://www.facebook.com/nwthouse>

Twitter: @NW_House

Instagram: Twinklehousenw

Safeguarding Children and Vulnerable Adults

Twinkle House has adequate systems and protocols in place for Safeguarding and safety issues and all our Staff have had training to deal with any issues raised in line with our policy.

Please note: our Safeguarding Policy is available on request and our Public Statement on Safeguarding is on display around the building.

Health & Safety Policy Statement

Twinkle House recognise our duty to comply with the Health and Safety at Work Act 1974 and subsequent legislation and guidance and we accept our responsibility to protect the health and safety of all visitors.

Visitors are expected to adhere to Twinkle House Policies and Procedures whilst on site.

First Aid and Accidents Procedure

In the event of a minor injury, a first aid kit is available on site. (At Reception and at the Kitchen/Office area)

At least one member of Twinkle House staff on duty will have received first aid training. If a more serious accident occurs, or a member of Twinkle House staff or visitor is taken ill, an ambulance should be called without delay.

Accidents and Reporting

All accidents/near misses should be recorded in the Accident Book and an Incident Report and Risk Assessment must be completed and provided to the Manager and/or reception staff.

Responsibility and Liability

- You have full responsibility and must ensure that any equipment you bring on to site is tested and in good working order, this includes hoist slings.
- Your group leader should check the room and equipment at the start of your session and report any damages to a Facilities officer before you start, to ensure that you are not held responsible for any damages found when we do our checks and cleaning at the end of your session.
- You will be liable for any accidents/incidents/damage caused by you or a member of your group
- You (the leader/organisation/parent) will be expected to meet the cost of damage to Twinkle House equipment and/or premises and for any loss of business as a result of the incident.
- You will be asked to complete an incident report before leaving.

Fire Safety

- Smoking is prohibited at Twinkle House, all smoking should take place off site outside of the front gates.
- All visitors must familiarise themselves of the location of the fire alarms, extinguishers, emergency exit routes and emergency evacuation procedures.
- Visitors must sign in and out through the register on the Reception Desk. In the event of an emergency this will be used to account for visitors.
- Access to emergency exits and fire safety equipment must be kept free of obstruction at all times.

Evacuation Procedure

- On detecting a fire (or other hazard requiring evacuation), activate the nearest fire alarm.
- On hearing the alarm, all visitors should vacate the building as quickly as possible and in an orderly manner, by using the nearest appropriate fire exit. **Please note:** There are special instructions as per the User's Guide for the Hydrotherapy room

On leaving the building visitors should proceed to the assembly 'muster' point.

The Fire Assembly Point is either:

1. FRONT ENTRANCE

- The car park at the reception side of Twinkle House

2. REAR ENTRANCE

- The car park along the path at the rear of Twinkle House

This procedure applies to all situations where evacuation of the building is necessary.

Twinkle House Complaints Policy

It is the Policy of Twinkle House that Staff, volunteers and service users can make a complaint regarding the service or personnel at any time. Complete confidentiality will be considered with all complaints made.

All complaints will be dealt with in the first instance by the Manager. Please ask at Reception for a 'Complaints Form' and envelope. Please register your complaint and place in the envelope provided, mark your envelope Private and Confidential – for the attention of the Manger of Twinkle House. We can also provide an electronic version on request. Please email your request to enquiries@twinklehouse.co.uk

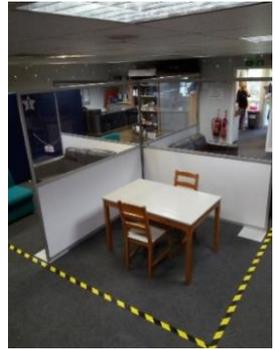
If you have cause to complain regarding the Manager of this service, please mark your envelope / complaint: Private and Confidential – for the attention of the Chair of the Board for Twinkle House on enquiries@twinklehouse.co.uk for an electronic complaints form.

**Twinkle House
Centre Manager**

Email: enquiries@twinklehouse.co.uk

Tel: 01695 455625 / 07515 494 037





Thank you for reading and agreeing to our Terms and Conditions

We look forward to seeing you

