

Guidance Notes for Group Leaders

We hope you enjoy your stay with us here at Carronvale, to help with the smooth running of your event we ask that you read & share the following with your group.

On Arrival

- ◆ **Bedroom List** - Retain one copy of the bedroom list with you at all times in case of emergency, confirm with Duty Manager they have an up-to date copy of the room list.
- ◆ **Fire regulations: IMPORTANT** – Draw attention to the Fire Regulation Notices displayed throughout the House and in all bedrooms and emphasise the necessity for all residents to familiarise themselves with all emergency escape routes. In the event of the Fire Alarm being activated all must evacuate and after leaving the building, assemble on the side lawn, and do not re-enter the building until Fire Marshall has authorised. Guests should not change rooms from the ones allocated on the Bedroom List for fire regulation purposes. Please ensure that where leaders have been allocated rooms (as per fire policy recommendations) that they are fully aware of their responsibility.
- ◆ **PEEPS** Anyone requiring a Personal Emergency Evacuation Plan should speak with the Duty Manager directly on arrival

During Your Stay

- ◆ **Emergency** In the event of an Emergency please follow the direction of the Duty Manager/staff. A member of staff is available on call for emergencies overnight.
- ◆ **First Aid** A First Aid box is in the 'Study' next to the dining room, any usage should be reported, and the accident book (see Duty Manager) completed. Further resources are available, and an automated defibrillation is located outside the Main Kitchen.
- ◆ **Aerosol sprays** Aerosol sprays such as de-odorant, hairspray etc should only be used in the en-suite areas and **NOT the Bedroom areas**. Fire Detection equipment is sensitive to the particles in such sprays.
- ◆ **Saniflo** Some en-suite rooms are fitted with sani-flo macerator units for the wastewater supplies, nothing other than bodily waste or toilet paper to be flushed down the toilet. **Only bedrooms 5-8.**
- ◆ **Smoking** No smoking allowed in any part of the House or at the front of the House. A designated Smoking area is signposted to the rear of the building.
- ◆ **Tea & Coffee** Will be served at the arranged times in the Main Hallway unless otherwise agreed
- ◆ **Meals** Food is served from the hot plate outside the dining room, suggested that guests go up to hotplate table by table. After each course, dirty dishes should be collected and taken from the dining room, a table is situated outside dining room for dirty dishes. After meals, tables should again be cleared to this area, leaving only condiments on the table.
- ◆ **Cars** should be parked in the main car park and not at the front of the house overnight.
- ◆ **Energy** Please assist in conserving energy by closing doors and windows or switching off lights and electrical equipment when they are not required.

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- ◆ **Security** Please ensure French Windows are kept locked when rooms are unoccupied.
- ◆ **Diet Obtain** details of any dietary needs e.g. nut allergies, if not already notified to the centre and inform the Duty Manager
- ◆ **Noise** Please respect the Neighbouring properties and no outdoor activities after 10pm
- ◆ **Furniture & Equipment** Please do not move furniture and equipment outside/inside unless previously agreed with duty Manager. If any difficulty is experienced with any of the AV equipment please consult a member of staff, do not change settings on equipment eg projectors/sound equipment without agreement.
- ◆ **Litter** – Please use the litter bins provided
- ◆ **Vending** – The vending machine is not owned by Carronvale and no keys are held on the premises for the machine. Please report any problems to a member of staff who will inform the vending company and can give the company details for anyone wishing to claim a refund.
- ◆ **Sports Facilities** The Hall and All-Weather Surface can be reserved at time of booking, for additional use of the facilities (subject to availability) please ask a member of staff. The putting green and equipment is available during the summer months, youngsters should be supervised and reminded that it is for ‘putting’ not ‘golf’ Sports Hall operating hours 9am-10pm, All Weather Surface 9am-9pm. Sports Equipment is available in the storage area of the hall and groups are requested to leave the area and equipment ‘as found’ and report any damages.
- ◆ **Staff Areas** Please respect all areas marked ‘staff only’

Conclusion of each day

All Doors are locked at 10.30pm, if your group is to be out beyond 10.30pm please plan with the Centre Office. Before retiring to bed please ensure that all outer doors are locked. All lights should be switched off, except those corridor lights **locked** on, which should remain on, for safety reasons, during the hours of darkness.

End of Stay

- ◆ **Bedding On** rising on the final morning, sheets and pillowcases and duvet covers should be folded and deposited in the space allocated on the top landing.
- ◆ **Bedrooms** to be vacated by 10am on departure day.
- ◆ **Gratuity.** We hope you have enjoyed your stay and whilst we have decided not to add a service charge to the final invoice, if you do decide to organise a collection for the team, the gesture is appreciated.