

Licensee terms & conditions

Egerton House (Wirral) Ltd

(Annexe 1 of License Agreement)

1. Visitors

- All visitors to Egerton House must sign in at Reception when they arrive, irrespective of how brief their visit may be (couriers excepted).
- They must also wear the visitor pass on the lanyard provided at all times to ensure they can be easily identified. This is for your own security as well as for health and safety reasons.
- It is each Licensee's responsibility to collect their visitors from Reception and return them to Reception where they need to put their time of leaving in the visitor's register.
- For the safety of all our Licensees, staff and visitors, please do not allow any visitors to walk around the building unaccompanied wherever possible.
- All Licensees are to make sure their staff and visitors are made aware of all the emergency procedures/fire escape routes etc. Refresher training will be arranged by Egerton House (Wirral) Ltd if necessary.
- If you are running a training course and using an external tutor, please make sure they are aware of emergency evacuation and fire testing procedures so they can let their delegates know. Please ask at Reception if you need a refresher on this matter.

2. Smoking and alcohol policy

- Smoking is not permitted in any part of the building or outside our main entrance.
- All cigarettes must be smoked in the designated area located at the dockside at each end of the building and disposed of in the ashtrays provided. If you are unsure where the designated smoking areas are please speak to a member of staff.

- Please ensure your visitors are aware of the designated smoking sites. It is your responsibility to make sure visitors adhere to this policy for the safety and comfort of all our Licensees and guests.
- Alcohol is not permitted for consumption in any of Egerton House's common areas or meetings room at any time. Written permission may however be sought in advance of any special events. The decision will be at the Manager's discretion and subject to appropriate insurance being in place.

3. Car Parking

- We do not offer guaranteed or reserved parking on our premises.
- Please make sure that all your staff display a parking permit on their vehicle at all times. If using a temporary car, please sign in at Reception. Please do not use the visitor's parking spaces. Tickets will be issued for trespassing vehicles or selfish parking (ie blocking in another vehicle or restricting emergency access).
- Please notify Reception of any new starts or changes in staff vehicles in order to avoid a parking ticket.
- Due to the limited number of spaces we have on site, and to be fair to all Licensees, please use the Bed Centre on Lord Street if you have significant numbers of external visitors who will be here all day.
- The Bed Centre charge £2.00 per day on arrival and their hours are 9.00 am until 5.00 pm, after this time the gates will be locked, but your visitors are welcome to move their cars into our car park before then if there are spaces available.

4. Postal services including couriers and other deliveries

Licensees wishing to use our external post facility should bring any items for franking down to Reception by 3.00pm at the latest, in order that we can guarantee it will be dealt with the same day. Post brought down after this time cannot be guaranteed to be included in the day's mail collection.

Reception or Security will contact your office when deliveries/couriers arrive at Reception to be signed for. A member of your staff will need to come to Reception as soon as possible to take delivery. If no answer is received from the office, then Reception will sign for the delivery and mark it 'not checked'. Reception/Security cannot take responsibility for any damaged, lost or missing items.

5. Use of building facilities and meeting rooms - general information

- Our policy on the use of meeting rooms can be obtained from our website (www.egertonhouse.co.uk) or ask Reception for a copy.
- When transporting drinks or hot food in the main corridors, please always use a tray. Use the lift if transporting from one floor to the other. This will help avoid spillages and damage to carpets as well as to protect others around the building.
- The main kitchen area on the mezzanine floor is for the use of all Licensees and their staff and not for visitors/or attendees on training courses.
- For the comfort of all our Licensees and their staff, please do not use the kitchen to hold business meetings.
- Trolleys are available for everyone to use and must not be taken off the premises. Please return immediately after use so that other Licensees can use them.
- Please put all your office waste (no metal or timber etc) in the bins provided at the front of the building, making sure that all boxes are flat packed. There are three bins, one for paper and cardboard the other two for general office waste.
- All meeting rooms should be booked through Reception by e-mail. Please do not use them unless you have booked them and do not assume they are not being used if they are empty.
- The cleaning of offices is by arrangement only through our facilities staff - no outside cleaning contractors are allowed on site to ensure security for all our Licensees.

6. Children and pets

- Only registered Guide Dogs may be brought onto the premises. This includes our land as well as inside the building. We are not insured for any accident or loss that may arise from animals being on site.
- If any Licensee brings children onto the premises, it is the Licensee's responsibility to supervise the children and where possible they must remain within the Licensee's own office. Children are not allowed to wander around the building unaccompanied, play in toilet areas, use kitchen areas or use the lift; this is for their own safety. Egerton House cannot accept responsibility for any injury to unaccompanied children.

7. Equality and respect at Egerton House

- Everyone in Egerton House either as a visitor or Licensee will observe our policy on the right for respect and fair treatment for all. We will not tolerate and will act upon any abusive, disrespectful or discriminatory remarks or behaviour to anyone on our premises. Any reported incident will be fully investigated and the appropriate legal action will be taken.
- Egerton House management will not tolerate foul, abusive or threatening language or inappropriate behaviour towards any member of its staff. If such an incident is reported, the matter will be investigated and the appropriate legal action will be taken by the Business Manager of Egerton House and reported to its Board.

8. Drop-in facilities

We do not permit any Licensee to operate a drop-in service for its clients or visitors. A drop-in service is regarded as a service for regular customers/clients to attend at regular intervals in order to access a service where an appointment is not necessary. It is of course acceptable to have regular visitors who are here to see Licensees on matters relating to their business with an appointment.
(This does not apply to Wirral Biz customers).