CONFERENCING
& EVENTS
AT LIVERPOOL HOPE UNIVERSITY

Conference Client
Information Pack

www.hope.ac.uk/**conferences**

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1. Introduction

Thank you for choosing Liverpool Hope University for your event. We are concerned for your health and safety and that of our venue, therefore you must ensure that you comply with our health, safety, fire and general instructions issued.

As the organisers/client hiring our venue, you are responsible for ensuring that you and/or any external suppliers employed/contracted by you comply with statutory requirements and the requirements of management. You must ensure that external suppliers/service providers comply with health and safety regulations.

As the organiser/client hiring our venue/facilities you are responsible for ensuring that all delegates/staff/visitors are made aware of all our health, safety, fire and general instructions issued.

2. Fire Safety

For your own safety and that of your guests/visitors/delegates, please ensure that you orientate yourself with the closest fire exit to the room you have booked and the evacuation procedures stated below.

- Fire safety information is displayed in each room on the 'Fire Action' notice. Please ensure that you and any others involved in the organisation and running of the event are aware of this information.
- Where possible, event organisers should inform the Conference Office of any person(s) who may have difficulty in evacuating an area in the event of fire alarm activation. This information will be given to the Main Lodge in case of an emergency.
- Fire doors are installed to reduce the spread of smoke and toxic gases and ultimately slow the spread of fire. Fire doors must therefore not be propped open or obstructed. Fire doors are not to be locked shut, or in any way prevented from being opened.

Fire Safety Announcement

To be communicated to all attendees, your staff, delegates/visitors.

'This is a non-smoking site; anyone wishing to smoke may do so in designated smoking areas, where cigarette bins are provided.

Please be aware of the exits from each room you are in whilst you are on campus. In the event of a fire, the fire alarm will sound (this is a siren) and you may also see red alarm indicators flash. If the fire alarm is activated, do not run, but calmly make your way to the nearest safe exit. Fire Escape Routes are indicated by illuminated green signs (green running man). Your nearest escape route is: (Please read out the appropriate route).

Do not use the lifts and do not stop to collect belongings.

Once outside, please wait at the fire assembly point for further instructions.'

Fire Evacuation Procedures

Actions to take if you discover a fire:

- If a fire is discovered do not attempt to put it out. Immediately raise the alarm. If possible, sound the fire alarm by using the nearest RED Fire 'Call Point'. You will find these located by exits to open air and on all storey exits on each floor. Please familiarise yourself with this facility. Alternatively, you should raise the alarm by 'SHOUTING' persons to alert them to the fire.

- In the event of a fire, please check that everyone in your party leaves the building. Leave the building by the nearest escape route and immediately report to the nearest designated Emergency Assembly Point. When everyone is outside, check that all your guests are accounted for. If you are worried that anybody is missing, please contact the Main Lodge immediately:

  Hope Park – 0151 291 3800

  Creative Campus – 0151 291 3700

- Should anyone above ground floor level be unable to exit the building easily in the event of fire, they should be directed to the nearest Refuge Point where they should wait for assistance. Please inform the Main Lodge if someone is waiting for assistance.

- The University will create a Personal Emergency Evacuation Plan (PEEP) with any delegate who may require one in order to ensure that you can leave the building safely in the event of an emergency. Please speak to a member of the team for further information.

- Please be aware that our fire alarm system is checked on a regular basis; therefore, please ensure that your delegates are made aware of the following tests:

- Hope Park: Thursday between 9.00am – 10.30am

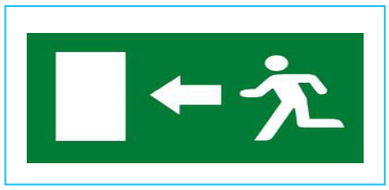
- Creative Campus: Tuesday between 9.00am – 10.30am

During the test the alarm will sound briefly (no more than 10 seconds). If the alarm continues to sound then it must be considered to be a fire situation and the building must be evacuated.

Fire Exits

These are clearly marked with appropriate signs. Please ensure that you familiarise yourself with these and the nearest Fire Escape Route.







Points to Remember

- Please ensure you have given all the relevant contact details for the Event to the Conferencing and Events Team and that you have a list of delegate names, addresses and telephone numbers. As the client, you must keep a record of the number of people you have in the building.

- Ensure you inform the Conferencing and Events Team of any delegate(s) who may find it difficult to exit the building without assistance.

- Within each room there are directions to the nearest Fire Escape Routes and to the appropriate Emergency Assembly Points outside. Please ensure that you and any others involved in the organisation and running of the Event are aware of this information.
- Fire Escape Routes are marked by directional signs. Please ensure that you are familiar with these and the nearest Fire Escape Routes.
- Once outside, please assemble at the designated Emergency Assembly Point as listed on the Fire Action Notice. Organisers must make themselves familiar with these areas.
- Do not re-enter the building until told to do so by a Fire Marshall or Main Lodge personnel.

3. Medical Emergencies

In the case of a medical emergency, you must contact the Main Lodge. Campus staff will arrange for a first aider to attend and/or an ambulance to be called. **Please do not call an ambulance yourself as this may delay medical assistance reaching the casualty.**

Any accidents which occur during the event must be reported to the Main Lodge.

Contact Telephone Numbers

Contact	Hope Park	Creative Campus
Conferencing and Events	0151 291 2147 / 3229 / 3405	0151 291 2147 / 3229 / 3405
Main Lodge	0151 291 3520	0151 291 3939
In An Emergency	0151 291 3800	0151 291 3700

4. Health and Safety Information

In accordance with our terms and condition of hire you must ensure that a Risk Assessment and Method Statement are completed prior to the event start date. Management will review the Risk Assessment and Method Statement to ensure that you have identified any risk associated with the set-up, the actual event/conference itself, and the de-rig of the event, established who may be harmed, evaluated the risks, recorded and implemented the findings. The University reserve the right to terminate any event if Risk Assessments and Method Statement are not returned for approval.

You must not do anything which might invalidate any insurance maintained by the University in respect of the venue or which might increase the insurance premium payable for the venue.

You or any contractor/supplier employed by you must not park on or obstruct any highway or route allowing access to the venue.

Please note that furniture most not be moved or placed where this would block or otherwise obstruct fire routes and exits.

You must not make any alterations, attachments or additions to the venue without the prior written consent of the University. Furthermore, you must not fix items to walls, floors or ceilings with blue tac, glue, string, tape, nails, screws or anything of this nature.

All portable electrical equipment must have evidence of a Portable Applicable Test (P.A.T.) certificate.

No later than 15 working days (minimum) to the commencement of the Event you, the client, should submit the following information:

- Onsite organiser's/contact's name for the Event
- Final number of delegates
- Delegate Rooming list with names and special requirements
- Confirmation of all delegates' names, addresses and telephone numbers
- Confirmation of delegates who may require assistance during emergency evacuation
- Catering items
- All requirements relating to conference room (e.g. layout, equipment)
- Arrival and departure times (please note: Accommodation must be vacated no later than 10:00am on the day of departure.

Forms to be returned at least one month prior to the Event start date:

- Risk Assessment
- Method Statement

The attached forms are templates. You are more than welcome to provide your own forms as long as both documents are returned for management approval.

5. Overnight Accommodation

Halls of Residence: Including Newman, Wesley, Teresa and Gerard Manley Hopkins (en-suite) and Austin, Angela and Hilda Constance Allen (standard).

Check In: 2pm.

Check Out: 10am.

The Organiser must distribute and enforce the University accommodation rules and regulations provided by Conferencing and Events (which can be found on the Conferencing and Events section of the website **www.hope.ac.uk/conferences** and are stated below 'Accommodation Regulations'). Failure to do so will lead to eviction and possible disturbance charges.

Lost or unreturned keys will be charged to the Client at £50 per key. This will be added to the final invoice.

Conference organisers will be given all accommodation keys and must distribute them to each residential delegate. Delegates arriving out of conference registration hours must collect their keys from the Conferencing and Events office (Hope Park campus only) between 2:00pm – 5:00pm Monday – Friday (excluding Public Holidays) or at the Main Lodge out of hours. Delegates arriving at the Creative Campus should collect keys from the Creative Campus Main Lodge.

Guests who fail to check out on time will be charged for an extra night's accommodation. Early check in may be available on request, but cannot be guaranteed.

If required, guests must complete the room inventory provided and return it to the Conferencing and Events Office within 24 hours of arrival at the University.

All delegates must complete the guest register, confirming their full name and nationality. Delegates who are not citizens of the UK or the Commonwealth must confirm their full name, nationality, passport number, place of issue of their passport and state their next destination including the address if possible.

6. University Regulations

Residential Accommodation Occupation

- To comply with our single occupancy policy within the Halls of Residence.
- To occupy the bedroom during the Event Period stated on the Booking Contract and to vacate the room at the end of that period.
- Not to use the bedroom or University as anything other than residential accommodation.
- Not to change, share, loan, exchange or part with the occupation of the bedroom or to pass the keys, fobs or swipe cards or give the door access codes to any other person.
- At the reasonable request of the University, to move to alternative room provided by the University, whether on a temporary or permanent basis, to permit essential repairs, maintenance, redecoration, if staffing or under occupancy is affecting efficient running for the University, for health and safety reasons or for any other reasonable reasons as determined by the University.

Fire Safety

- Not in any way to misuse a fire alarm or fire safety appliance. Where a fire alarm is activated through negligence, carelessness or mischief, the delegates concerned will be escorted from the University. Fire extinguishers which are discharged unnecessarily will be charged for. Misuse of fire alarms and firefighting equipment is a criminal offence and the University reserves the right to seek investigation and subsequent prosecution.
- Not to cover or inhibit the effectiveness of smoke detectors in the bedroom or University.
- Not to use any form of aerosol spray excessively, such as deodorant sprays, which could activate the fire alarm system.
- Not to use candles, joss sticks, night lights or aromatic oil heaters in the bedroom or University.
- To keep kitchen doors shut at all times. Leaving the door open while cooking will activate the smoke alarm.
- To use the kitchens sensibly and safely.
- Not to leave the kitchen unattended when using appliances, including the oven, grill, hob, microwave or toaster and to make sure that all appliances are turned off when leaving the area.
- To respond to fire alarms by following the evacuation procedure.
- Not to use any type of electrical appliance other than hair stylers, hair dryers, electric shavers, mobile phone charges, game consoles, TV or computer equipment in the bedrooms or University. Items including, but not limited to, fridges, heaters, kettles, microwave ovens, slow cookers, rice cookers are not allowed.
- To observe fire, health and safety advice provided by or on behalf of the University at all times.
- To ensure that any authorised electrical appliances brought into the University are either brand new or have a test certificate issued by a qualified electrician.

Care and Use of the University

- Not to bring to the University, or all visitors to bring, any illegal substances.
- Not to smoke any type of tobacco or e-cigarettes or allow guests and visitors to smoke in the University/bedrooms/premises or the hallways or common parts.
- Any guests found guilty of smoking in the Halls of Residence or other buildings may incur a defumigation charge of £200.00 per bedroom/room. Should the University see fit that a whole flat/corridor needs to be defumigated, a charge will be set accordingly depending on the circumstances.
- To report the loss of keys or fobs to the Conferencing and Events office at Hope Park.
- To treat the University and the common parts with due care and attention and to keep them in a clean and tidy condition at all times.
- Not to stick or pin anything on the doors, walls or windows of the University.
- Not to exceed the maximum electrical capacity of the University which is 1,000 watts.
- To wash and remove dishes and cooking utensils from the sink and worktops immediately after use. No crockery, cutlery or pots and pans are provided with our accommodation.
- Not to bring to the University, or allow visitors to bring, any replica or real weapons, firearms or ammunition of any description.
- Not to dry clothing or hang washing out of the windows.
- Not to keep any animals or pets at the University.
- Not to take into the bedroom or hallways any bicycles or motor cycles.

Access to the University

- To allow the University via its staff or agents access to the bedroom or common parts at any time without notice in an emergency, such as real or suspected fire, leaking pipes, structural danger or where the wellbeing of an individual or group may be at risk.
- To allow the University via its staff or agents access to the bedroom premises or common parts at any time for the purpose of inspection, cleaning, checking occupation, carrying out repairs or planned maintenance.

Personal Safety

- To contact the Main Lodge in all cases of illness or accident.
- Not to call Emergency Services (999) independently as ambulances and fire engines cannot access the Campus without the authorisation of security staff.
- To observe due caution with regard to the security of the University, ensuring that bedroom doors and windows are kept locked when unoccupied and that communal doors are not propped open or obstructed.

Consideration for Others

- To be considerate of others at all times by not causing a nuisance or disturbance in any way to other guests, neighbours, staff or visitors to the University.
- Not to play music or make noise that can be heard outside the University, especially between the hours of 10.00pm and 7.30am.

Guests

- Not to have any overnight guests (single occupancy only in all Halls of Residence).
- To supervise guests at all times and not to allow guest to enter any bedroom other than yours. Guests can only enter other flats/communal areas by invitation and must be accompanied by the guest host.
- To take responsibility for the behaviours of guests during their visit.

End of Stay

At the end of the Period of Stay each guest agrees:

- To allow the University to inspect the bedroom and common parts.
- To return the keys to the bedroom at the end of the stay. Keys should be returned to Conferencing and Events or the Main Lodge at Hope Park/Creative Campus.
- To remove all possessions left at the University on departure day. Any possessions left will be deemed to have been abandoned and may be disposed of at the discretion of the University without recompense to the guest.

7. Delivery and Storage of Equipment

If any items are to be delivered to any University premises for the Event, arrangements must be made with the University beforehand. We will reasonably endeavour to provide safekeeping of such items, which will nevertheless remain at your own risk and we will not be held responsible in the event of loss, theft or damage.

We will assist you, where reasonably possible, with the storage of equipment etc, however, we do not accept any liability for loss or damage to any item of equipment, furniture, stock or the like left in storage.

8. Music Licence and Performing Right Society (PRS)

Liverpool Hope University is responsible for ensuring that University premises are covered for all instances of music use. Therefore it is your responsibility to ensure that all music use and ticket sales are reported to Conferencing and Events, including those by ticket agencies and promoters. You will be required to provide the following:

- A copy of the printed programmes or set lists for live performances
- Confirmation of all ticket sales or final number of delegates/visitors/guests

Upon receipt of the above, we will report this information to PRS for Music, who will calculate the royalties payable.

All costs associated with the use of copyright music will be added to your invoice.

9. Car Parking Information – Pay and Display Facilities

No vehicles belonging to you, your employees, agents, contractors or guests will be allowed to park at the University without a valid car parking permit/pass. Pay and Display facilities are positioned around Hope Park campus. Further information regarding car parking tariffs can be found on the University website.

All guests staying overnight on campus are entitled to a complementary parking permit. For further information please speak to your designated Conference Coordinator.

Guests visiting our Creative Campus are advised to park at Q Park.

Blue Badge Holders

The University has established designated Blue Badge parking spaces close to the main University buildings. Particular attention will be paid to controlling these spaces for Blue Badge holders. Vehicles using these spaces must clearly display a register Blue Badge.

There are lockable bike stores outside the Halls of Residence. Keys for the stores cost £2 which is refundable on return of the key and can be hired from the Accommodation Office (Monday – Friday, 9.00am – 5.00pm, Estates Building). You must still use a lock on your bike.

10. WiFi

Access to Wi-Fi is available to event guests through the Hope_Wireless network. This facility provides limited access to the internet i.e. to public web pages and web-based email only; other services and programs may not work. To use this facility guests require their own laptop, tablet or phone.

Guests who have registered with their home university/organisation to use the eduroam network should automatically be connected to this network. Connection to this network is the responsibility of the guest's home university/organisation.

11. Cashless Campus

Please be aware that Liverpool Hope University is a cashless campus and therefore cash payments are not accepted when paying invoices or at outlets around the University (including bar facility).

12. Catering

You must confirm catering sessions and numbers at least 15 working days prior to the Event date. You must advise your delegates/staff or suppliers of each catering session and its location. It is your responsibility to ensure that all delegates arrive on time to each catering session. The University cannot be held responsible if the standard of the food is affected by a delay in consumption.

For delegates/guests staying in Halls of Residence, breakfast will be served between 8.00am – 10.00am in Fresh Hope Food Court at Hope Park and Café 1846 at Creative Campus (unless otherwise stated on your booking contract).

Breakfast is served subject to availability and will be confirmed by a member of the Conferences and Events Team.

13. Use of the Chapel

We request that groups who intend to have Mass or Holy Communion services need to provide hosts, wine and altar/communion cloths.

If you wish to re-locate the portable altar, Hope banners, candles etc, you must request permission via the Conference Team at least 15 working days prior to the start of your event. Requests are subject to approval.

Please note the consumption of food and drink within the Chapel is prohibited (with the exception of water).

14. Sustainability

Liverpool Hope makes every effort to be a sustainable university and we ask for your help during conferences and events, by recycling where possible.

We have introduced centralised recycling facilities in teaching areas, offices, event spaces and circulation spaces across the campuses, so you are never far away from a recycling station. There are four separate receptacles for recycling paper (blue lid), plastic bottles (yellow lid) and food and drinks cans (red lid). Waste that cannot be recycled (including takeaway cups and food wrappers) is collected separately at the same station (black lid). Cardboard is also collected, but it must be flattened and left by the recycling stations before it is collected.

As a residential guest at the University, you have an important role to play in enabling the University to become more sustainable. In relation to sustainability, guests agree to:

- Be environmentally responsible for the consumption of gas, electricity and water, and not to use these utility services in a wasteful way.
- Use the common equipment, such as kettles, toasters, microwaves and vacuums provided by the University, and not bring their own electrical items to the University.
- Where you have control over the level of heating, to turn down the heating rather than open a window.
- Recycle all glass, plastic bottles, cans, paper and cardboard in the recycling bins provided throughout the University. All glass, plastic and cans must be thoroughly rinsed before being placed in the recycling bins.

CONFERENCING & EVENTS

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T: 0151 291 2147 | E: conferences@hope.ac.uk | www.hope.ac.uk/conferences