

WELCOME TO COTIE

VISITOR INDUCTION AND INSTRUCTION GUIDE

Welcome to this new and exciting facility before you get started. We have a few points to cover to ensure you fully enjoy all elements and maximise your creations. The centre manager will be able to guide you through the following elements:

- Membership
- Safety
- Accessing the facility
- Acceptable use policy

Membership

There are several different types of membership available, please ask for details. As a member you will receive for a membership fee a 25% discounted rate to access any of the provisions not included in your membership package. Some memberships will also give you the option of access to the facility outside of normal hours by prearrangement and booking (subject to induction and training).

Full details on conditions of membership can be found in the membership agreement. Members must abide by these conditions at all times.

Safety

All Cotie visitors must undertake an induction to ensure:

- Safe use of facilities
- Fire evacuation
- What to do in case of emergencies
- Accessing the facility
- Acceptable use Policy

Safe use of facilities

All Cotie visitors are responsible for their own health and safety and must ensure that they use all equipment in a correct and safe manner. Training on specific machinery will be given by the Centre Co-ordinator and they will be available through normal operating hours.

Anyone found to be working in an unsafe manner and/or wilfully misusing equipment will be asked to leave immediately. Any damages caused through neglect will be charged at the current market rate.

What to do in case of emergencies

Fire evacuation

On hearing a continuous two tone alarm you must;

- Proceed to the nearest assembly point (adjacent to the Cotie building car park)
- Encourage all colleagues to vacate the building along with you
- Do not re-enter buildings until person in authority (fire marshal) states it is safe to do so
- Do not leave the campus until it is safe to do so
- All vehicular movement to cease
- No smoking during an evacuation there may be a gas release!

For non-serious accidents/incidents during normal operating hours all accidents, incidents, damages etc. must be reported immediately to the centre co-ordinator. 999 should be called immediately in respect of any serious accident, giving the following information: -

Petroc Campus, G Block (COTIE), Old Sticklepath Hill, Barnstaple, EX31 2BQ

Outside of normal operating hours, 999 should be called for serious emergencies, and contact made with the Centre Co-ordinator via email info@cotie.co.uk or telephone 01271 852789 (calls should be diverted) to notify them of the incident. In the event of failure of the out of hours divert then please call 07767 705344.

Accessing the facility

Access to the facility can be obtained via the online booking system, or direct contact with the centre by email info@cotie.co.uk or phone 01271 852789.

Normal operating hours:

Monday to Friday 0800 – 1700

Access to the facility outside of normal operating hours is limited to Cotie members only following an induction and access training. This is booked through the Centre Co-ordinator on a first come, first served basis.

To access the facility outside normal operating hours you will be given access to the main door and alarm deactivation fob, plus a code/key to access your specific work area, subject to your booking requirement. Full instruction will be given as part of the induction training.

Where members are in a lone working scenario they should where possible ensure most/all of the following items are adhered to:

- Do not lone work unless pre-arrangements are in place.
- Ensure that the outer doors close behind you as you enter, and never allow tailgaters into the building.
- Keep your membership details with you at all times.

- Keep your mobile phone with you at all times.
- Check you have access codes as required.
- Do not give access to others as you will be informed if other members are using the facility at the same time.
- Ensure you can get out quickly if necessary: check means of escape from the building in an emergency, e.g. fire doors.
- Think about how you will get to and from home safely (e.g. a taxi).
- Make sure you know what the fire alarm sounds like and what to do if you hear it.
- Make sure someone knows where you are/arrange for someone to ring you at a predetermined time to check that you are all right.
- Keep valuables – handbags, cases, equipment etc. out of sight.
- If you feel threatened or are concerned for your safety. In an emergency phone the Police

Please note that we do not offer any kind of support or reception service outside opening hours. Members who enter the buildings outside normal working hours must ensure that the building is entered and exited with care, and should make sure that any communal areas are left neat and tidy. Any property left overnight is done so at the owner's own risk. If you have any concerns regarding working outside of office hours, please raise these with your Centre Manager at the earliest opportunity. A detailed risk assessment can be arranged if required.

Acceptable use Policy

This acceptable use policy sets out the terms between you and us under which you may access our facilities and our services. This acceptable use policy applies to all users of, and visitors to, our site. Your use of our site means that you accept, and agree to abide by all the policies in this acceptable use policy, which supplement our terms of use. You can obtain more information regarding our Acceptable Use Policy by emailing our Centre Co-Ordinator or emailing info@cotie.co.uk.

1. Prohibited uses

1.1 You may use our site only for lawful purposes. You may not use our site:

1.1.1 In any way that breaches any applicable local, national or international law or regulation;

1.1.2 In any way that is unlawful or fraudulent, or has any unlawful or fraudulent purpose or effect;

1.1.3 For the purpose of harming or attempting to harm minors in any way;

1.1.4 To transmit, or procure the sending of, any unsolicited or unauthorised advertising or promotional material or any other form of similar solicitation (spam);

1.1.5 To knowingly transmit any data, send or upload any material that contains viruses, Trojan horses, worms, time-bombs, keystroke loggers, spyware, adware or any other harmful programs or similar computer code designed to adversely affect the operation of any computer software or hardware;

2. You also agree:

2.1 Not to reproduce, duplicate, copy or re-sell any part of our site in contravention of the provisions of our terms of use;

2.1.1 Not to access without authority, interfere with, damage or disrupt: any part of our site, any equipment or network on which our site is stored, any software used in the provision of our site or any equipment or network or software owned or used by any third party;

2.1.2 You agree not to sublet or assign benefit to the use of the facilities to any third party/or persons;

2.1.3 You also agree not to promote or distribute any material or cause to have made, any product which in our absolute judgement, is regarded as being sexist, racist, homophobic, likely to cause religious hatred or other discrimination, or any material which is considered pornographic in nature. We prohibit the supply or requests for the 3D printing of Jewellery items that infringe any existing registered design or trademarks or which are considered to be a hygiene risk, guns, gun components, explosive devices, knives or weapons or adult sexual 'toys' or marital aids.

3. Noise levels must be appropriate to and not exceed the level that is reasonable for the use of the particular facilities and the decision of the Centre Co-ordinator is final.

4. Parking – If using the Cotie facilities it is your responsibility to pay & display. The pay & display system is at a cost of £1.20 per day (please read the parking notice for up to date information and more details on how to pay). Weekend and school holiday's parking fees do not apply. Parking is only in the designated areas and within marked parking bays. The car parks are monitored by an external agency and we can not intervene if you are issued with a fine.

5. Guests to Cotie, this includes members, hirers and their guests must sign in and out of the building using the book in reception. A Cotie badge and lanyard must be worn and visible at all times while on site.

6. Smoking is strictly prohibited in the premises, corridors, ground and in all other areas apart from our designated smoking shelters which are scattered on site, the Cotie Co-Ordinator can direct you to the nearest one.

7. Suspension and termination:

7.1 We will determine, in our discretion, whether there has been a breach of this acceptable use policy through your use of our facilities. When a breach of this policy has occurred, we may take such action as we deem appropriate;

7.2 Failure to comply with this acceptable use policy constitutes a material breach of the terms of use upon which you are permitted to use our site, and may result in our taking all or any of the following actions; Immediate, temporary or permanent withdrawal of your right to use our facilities. Immediate, temporary or permanent removal of any posting or material uploaded by you to our site, issue of a warning to you, Legal proceedings against you for reimbursement of all costs on an indemnity basis (including, but not limited to, reasonable administrative and legal costs) resulting from the breach;

7.2.1 Further legal action against you;

7.2.2 Disclosure of such information to law enforcement authorities as we reasonably feel is necessary.

7.3 We exclude liability for actions taken in response to breaches of this acceptable use policy. The responses described in this policy are not limited, and we may take any other action we reasonably deem appropriate.

8. Changes to acceptable use policy:

We may revise this acceptable use policy at any time by amending this page. You are expected to check this page from time to time to take notice of any changes we make, as they are legally binding on you. Some of the provisions contained in this acceptable use policy may also be superseded by provisions or notices published elsewhere on our site.

Terms and Conditions

9. The Hirer, their employees and guests agree to comply with the Centres Acceptable use Policy at all times.

10. Cotie agrees to make the facilities available as specified subject to these Terms and Conditions:

10.1 The booked facilities will be made available to the client on the dates and times agreed when booking. Communal facilities, such as toilets and any other pre-arranged facilities will also be made available for the client's use, as agreed at the time of booking;

10.2 Booking requests to open and staff the premises beyond Cotie's regular opening times and on specific dates, a premises charge will be applicable. This charge is £25.50 per hour for the hire and is additional to the hire fees for the facilities. Discounts do not apply to this service and booking outside our normal opening hours will be at the Centre Co-Ordinators discretion;

10.3 Deposits are payable in advance for large events or where specialist arrangements have to be made involving staff, equipment, catering, materials and/or the premises. In such instances, a non-refundable deposit of 50% of the total fee is required at the time of booking and to secure these arrangements. In the case of cancellation, charges will be incurred according to the notice given in writing or email as follows;

Less than 2 weeks 100%
2-4 weeks 50%
4-8 weeks 25%

Any cancellations made more than 8 weeks before the event/letting/hire will not incur a cancellation charge;

10.4 Materials, materials ordered on your behalf for a particular project must be paid for in full at the time of the order. Cancellation of the order will incur costs at the Centre Co-ordinator discretion up to 100% of any costs incurred by the centre;

10.5 In the unlikely event Cotie/Petroc is forced to cancel the booking, a full refund will be made. If a refund has been issued for the cancelled booking Cotie/Petroc will have no further liability regarding the booking;

10.6 Temporary Closing: In the case of any breakdown, adverse weather conditions, accident or other emergency situation whatsoever rendering necessary the closure of the premises, Cotie/Petroc reserves the

right to close parts of or as a whole the facilities without prior notice. Notice will be given where the circumstances allow;

10.7 Extreme Weather Conditions: If Cotie has to be closed or is not accessible due to bad weather, an alternative date will be offered to the client. If this date is not convenient then the hirer will not be charged. This does not apply to expenses that have already been incurred by Cotie, such as catering orders or materials which were not able to be cancelled;

10.8 Catering, provisional numbers will be asked for at the time of booking, Cotie reserves the right to stipulate a minimum number to be charged. Confirmation of final numbers is required 10 working days prior to the event and is subject to minimum numbers, this will be a number charged for by Cotie. All catering cancelled within 10 working days of the event will incur a 100% cancellation charge.

11. The Hirer and delegates/attendees use the premises, parking facilities and all college owned land at their own risk. The Hirer accepts the following responsibilities: (A) Liability and Claims for personal injury and death not caused by negligence of the Facilities. (B) Destruction, damage, theft or loss in relation to property or equipment of the Hirer and delegates (weather of not the property was in the custody of Cotie (C) It is the responsibility of the Hirer to ensure the wellbeing of all its delegates, attendees, staff and any minors whilst on Petroc/Cotie Premises.

12 We cannot accept responsibility for any external service failures including utility providers.

13. Marketing & Advertising – The client or visitor agrees that their use of the facilities in no way permits them to use the name and or Petroc/Cotie Logo and that all marketing and advertising materials compiled by the Hirer will be shown for the approval of the Centre Co-ordinator, if this is to be used externally. The permission of Petroc/Cotie must be obtained before any broadcasting; photographs or video recordings (including live streaming) are made from or taken on the premises. The inappropriate use of any of the above-mentioned elements may be taken as grounds for termination of the hire.

14. The client is permitted to rearrange furniture and other movable items within the facilities booked. The client agrees to reinstate all such displaced items to their original position before vacating the facilities. The client shall assume full responsibility for maintaining a good general level of cleanliness of the facilities including public access areas whilst in their care.

15. If any item brought onto the premises is by virtue of its nature, location or condition, a hazard to anyone on site, Cotie/Petroc reserves the right to remove such an item, Cotie/Petroc cannot be held responsible or liable in respect of injury or damage caused by them.

16. Emergencies: In the event of a fire or other Emergency situation, the hirer, their agents, their staff and all guests must comply with the instructions and procedures set out in the emergency Evacuation Policy. In the event of the fire alarm sounding you must make your way out of the nearest safe to exit, fire exit and wait at the marked fire assembly point in front of the Cotie building. It is your responsibility that once furnished with this information you distribute it to all persons you have attending site and that they have familiarised themselves with the procedures.

Access: In all cases it is requested the Centre Co-ordinator is advised in advance if disabled access is likely to be required or if any special needs or considerations are needed.