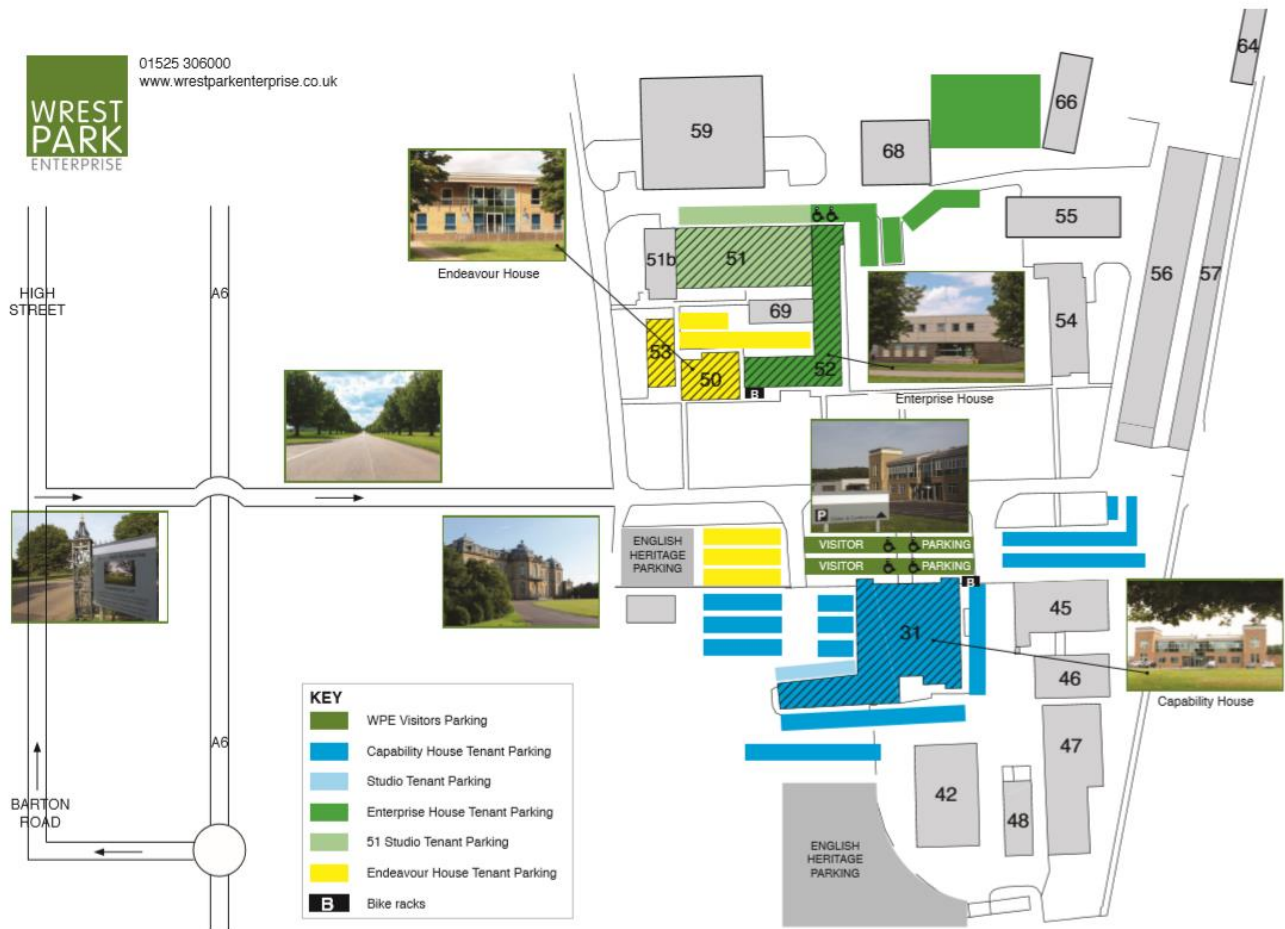


Guidance Notes for Visitors to the Wrest Park Enterprise Campus

Location



Capability House is located in Wrest Park, Silsoe, close to the English Heritage Mansion House and Grounds. To find us, follow the brown English Heritage signs down a long tree-lined avenue. Keep going past the Mansion House, and Capability House is a little further on, on the right-hand side of the avenue.

Car Parking

The visitor parking area for all 3 buildings is in front of Capability House.

WPE does not accept any responsibility for vehicles using the car park.

WPE does encourage all users of the business centres to car share or to use public transport where possible. Whilst there is a large car park at WPE we cannot guarantee a car parking space.

If you have items to unload, please go to reception for admittance.

On Your Arrival

The hirer or the facilitator must report to reception on their arrival. In each room you will find a register; each person must sign in.

Covid-19 Measures

At Wrest Park Enterprise, we have introduced a variety of measures to prioritise the safety of our visitors, resident tenants, and our team. We have adapted our environment to provide easily accessible sanitising stations, as well as making our communal areas and meeting rooms socially distanced and informative with appropriate signage.

Our reception area is socially distanced, and we ask that the social distancing boundary is always respected for the safety of our team and yourselves. All meeting rooms are laid out with social distancing between delegates, with shared contact points being minimised for refreshments.

We ask that the hand sanitiser provided is used on arrival, and regularly throughout your visit, this is therefore available in multiple locations throughout our buildings for ease of access.

If you have any concerns regarding our measures for Covid-19, please do not hesitate to contact the reception team prior to your visit on 01525 306000.

Security and Fire Instructions

The hirer or their representative is responsible for ensuring that the Fire and Health and Safety requirements are complied with. They are responsible for ensuring that the attendance register is correctly completed, for notifying delegates of Fire and Health and Safety requirements and for ensuring evacuation of delegates should the fire alarm activate.

Please be aware of the following emergency instructions. Anyone with a disability who may encounter special difficulties should inform the event organiser when signing the attendance register. In the event of a fire, the fire alarm will sound continuously. Please use the nearest safe emergency exit. Assemble at the fire assembly point in front of Capability House, Endeavour House or Enterprise House, as appropriate. Do not stop to collect personal belongings. Do not re-enter the building until authorised to do so by a Fire Officer or Fire Warden.

Health and Safety

WPE has public liability insurance.

WPE does not accept responsibility for loss or damage to property or vehicles of any client, delegate or visitor to the Wrest Park Enterprise campus.

The health and safety of all visitors to WPE is of paramount importance and as such we ask that all clients, delegates and guests comply with Health and Safety legislation and other licensing and appropriate statutory regulations.

No Smoking Areas

All buildings on the WPE campus are 'No Smoking' buildings. Smoking should only take place in the designated smoking areas located at the rear of the building; smoking bins are provided. Please ask reception for directions if required.

AV Equipment

All meeting rooms are equipped with resident PC and AV equipment, configured and ready for use.

We recommend that prior to your meeting you take the time to ensure that you are familiar with this and that it is compatible with your own presentation aids (such as DVD, memory stick, laptop / Mac book, etc).

All AV and IT provision is configured by WPE and must not be reconfigured or interfered with by the hirer or their representative. WPE reserves the right to charge the hirer on the event that IT support is required to rectify an issue caused by such an act.

WPE also reserves the right to charge the hirer for any damaged or missing item (for example a presentation wand or USB driver).

Mobile Phones

If you wish to make a telephone call during your visit to the WPE campus please confine all mobile phone use to the reception areas or outside the buildings. You can use our enterprise level Wi-Fi network to get the best mobile phone connection available inside the buildings – just connect your handset by turning Wi-Fi calling on (usually accessed via “settings/phone”).

Data Protection

We regard the lawful and correct treatment of personal information as very important to successful operation for maintaining confidence between ourselves and those with whom we deal, therefore we make every effort to ensure that personal data is treated lawfully and correctly by any employee that has access to personal information. We fully endorse and adhere to the principles of data protection as detailed in the data protection act 1998. Any information supplied will not be passed on to third parties.

Queries or Problems

If you have any queries or problems, please ask a member of staff. We are always pleased to improve our services and will take your views fully into account.