**Policy for members attending The Hut - Updated 08/09/2021**

**\* Please note we have had an annual increase in session fees\* For further information please get in touch**

We operate a booking system at The Hut to book: 01904 652991 please leave a message on the answer machine and a member of the team will get back to you or email, bookings@thehutyork.co.uk it will be a first come first served basis.  You can enquire on the day about availability this can not be guaranteed.

Cancellation of bookings - We need 48 hours’ notice; we do not offer refunds. A credit note will be issued to use at a later date of your choice. You can cancel by phone or email. By leaving a message this will act as the time of cancellation. 'No shows' or late notice cancellations will not get a credit note and will not receive a refund.

No cash is taken at The Hut and all payments are to be made electronically through our Sum-up card reader or through a bank transfer. Please note that all information stored will comply with our GDPR and online GDPR policies.

Opening Times: 10.30-11am, 11am-12.15pm and 1.15-3pm Full day is 10.20am-3pm. If you are late you may have to wait until we are able to come and open, we ask for your patience if this happens.

Other important information

* You enter by the far door, there are signs to help, follow the path
* When you arrive for your session please wait outside on the path, remembering to social distance from the person in front
* You will then be guided to the entrance one by one where you will complete the Track and Trace system, we have put in place for everyone's safety
* Inside is a one-way system, at the beginning of each session we will hold a safety brief any general information you may need.
* Where possible please wear a face covering, if you are exempt to wear one, please let us know
* The team will be cleaning for your safety throughout the day
* If you are being picked up at the end of the session, let the person know they can ring the bell at the exit to notify us they are waiting

Lunch - If you are staying all day, please bring a packed lunch with you.  We have a water cooler therefore we encourage you to bring a bottle/cup for you to use, there is an area to make a hot drink and we ask for a donation and to bring a mug to use.

Support Staff - We very much value your support, please make us aware when you arrive at The Hut if there are any concerns, we need to be aware of.  If you need to leave the building for a reason, please notify one of the team so we can provide support whilst you are momentarily gone.

We ask that during activities you attend to the needs of the person you are supporting and keep phone usage to a minimum. If they need help please give it your best effort to aid them before a member of the team comes to help, that way sessions can run smoothly and the person you are supporting will get the most from a session.

If an issue develops between yourself and another member then alert one of the team and we can discuss with you and the member a plan going forward. We want everybody to feel safe and welcome at The Hut so please act appropriately and accordingly.

Closing – We close at 3PM. Please respect this closing time.