**Please read: Policy for members attending The Hut - Updated September 2023**

**Welcome to The Hut,**

The Hut York is a members-led charity, bringing creativity and purpose to the lives of adults with their mental health journeys, and/or learning disabilities. Supporting individuals, both long and short term.

The name “The Hut” came from one of our members who asked why we were called Clarence Gardens Associations when we looked like a Hut. We loved the thought and simplicity behind the name and it has stuck with us ever since. In July 2021 we had expanded, and opened our new building “The Hubble.

We will work to support you on daily Lifeskills – problem solving, thinking critically and creatively, communicating effectively, building healthy relationships and coping with everyday tasks

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](mailto:bookings@thehutyork.co.uk) it will be a first come first served basis.  You can enquire on the day about availability this cannot be guaranteed.

We are a cashless service – payments will be discussed to find the best way for you to pay.

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.

Opening Times: 10.30am-3pm  We open our doors at 10am We have a Ring doorbell please ring and a member of staff will be with you as soon as they can. Don’t worry if you are running late, these things happen and you can join in our sessions when you arrive, where possible.

Session times :

10.30-11.15 Wellness Club at the Hubble

11.15-12.30 Am session (see timetable for what happens on each day)

12.30-1.30 Lunch

1.15-2.45 Pm session (see timetable for what happens on each day)

Membership:

To be part of The Hut a members led charity does not cost you anything. You can refer yourself. We do hold paperwork that you will complete. This will be confidential and locked away only used by our staff team in case of emergency. We will go through the paperwork with you that needs to be completed.

We do use photographs and videos you can let us know your preference.

You first session (taster session) is free \*Please ask for the current costs of our session – a member of the team will discuss this with you.

You are welcome to come with family, a friend or support worker.

Other important information

* You enter The Hut by the main door, there are signs to help.
* Currently you do not need to wear a mask, unless you feel that you want to.
* We will have a morning chat where we check in with everyone
* 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 doorbell 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, Members have decided that they will bring their own hot drinks

Support Staff – We 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.

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We have worked with the members to produce this policy, if you feel that there is something that is missing please let us know and we can review and update.

You can find more information by coming for a visit, giving the team a call or emailing and please visit our website for our session.

On behalf of the members at The Hut York Limited