

# **KILMORACK COMMUNITY HALL HANDBOOK**



## **INFORMATION FOR KILMORACK HALL USERS**

**This document provides full  
terms and conditions  
for all Hall use**

For further information please email:  
[kilmorackh@gmail.com](mailto:kilmorackh@gmail.com)

**LAST UPDATE: September 2025**

**EMERGENCY CONTACT NUMBERS**

**Booking Administrator: Mary McDade 07909 995370  
Chairperson: Julie Paton 01463 782535 or 07901 798610**

**W3W: beep.repeat.pancake**

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## **1. BOOKING THE HALL**

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### **1.1 BOOKING PROCEDURE**

All applications for lets of Kilmorack Hall must be made online at [Kilmorack Community Hall : Online Booking](https://hallbookingonline.com/kilmorack) (<https://hallbookingonline.com/kilmorack>)

To make a booking:

- Go to the 'calendar' page to check availability.
- Click on 'New Booking' and fill in the online form.
- Note: If you have any queries, please email [kilmorackh@gmail.com](mailto:kilmorackh@gmail.com) in the first instance.

When making a booking, please observe the following points as it will help you and the unpaid volunteers who run the Hall.

- Ensure you have booked enough time to set up at the beginning and clearing up after your event.
- Try to make sure that your booking has been confirmed and payment received a week in advance of your event.
- Read through the Kilmorack Community Hall Handbook in full for terms and Conditions of Hire which includes all necessary information including where and how to collect keys etc.

NOTE: Your online booking will be reviewed by the Administrator before it is confirmed. You may also be required to pay a deposit before a booking is confirmed. See Section 5: Fees and Charges for more detail on paying for bookings

An invoice will be sent prior to the event and a receipt will be issued on payment which may be required as proof of the booking. Further information can be obtained by emailing [kilmorackh@gmail.com](mailto:kilmorackh@gmail.com) in the first instance.

### **1.2 BLOCK BOOKINGS.**

Block bookings will be considered and will be at the discretion of the Kilmorack Community Hall Company. Block bookings must be paid in advance.

### **1.3 TELEPHONE BOOKINGS**

No telephone bookings can be taken. If you cannot access the online booking platform, please contact the Booking Administrator.

### **1.4 PROBLEMS WITH BOOKING**

If there is a problem with booking the Hall for a date and time which you wish, because of a previous booking or a provisional booking, the following procedure will require to be followed.

- The Booking Administrator will be able to advise you of that lessee and either the Booking Administrator or yourself can then approach them to try to come to an agreement as to whether or not they would be willing to change their booking giving you preference for that date and time.
- If you or the Booking Administrator are not able to reach an amicable solution, you may then approach the Kilmorack Community Hall company, who will discuss the situation and come to a decision as to which booking should go ahead.

### **1.5 PERFORMING RIGHTS SOCIETY (PRS) AND PHONOGRAPHIC PERFORMANCE FEES**

- The Kilmorack Community Hall company requires to pay fees to the above two organisations for live or pre-recorded music played within our facilities during bookings.
- A charge therefore, is included in the booking fee for groups who have live or pre-recorded music present during their bookings.

### **1.6 PROVISIONAL BOOKINGS**

- Provisional bookings for facilities are accepted without payment for individual bookings or block bookings for up to six months. Any booking within 4 weeks of the event will be classed as a firm booking.
- If you provisionally book, then there is a requirement that payment is made by the last day of the month PRIOR to the month in which the booking(s) is/are to be held.

### **1.7 CHILD & VULNERABLE ADULT PROTECTION POLICY**

It is a requirement of your booking that if you have children within your group who attend during your booking, then you, as a group, must adopt The Highland Council's Child Protection Policy. The Booking Administrator can give you more information about this. No user group with children under 16 or with additional needs will be permitted to book the Kilmorack Hall unless they have adopted this policy and appointed a designated Child Protection Officer from within their group. This is to protect children and vulnerable adults who may be in your group now or in the future. The Kilmorack Community Hall Company can help you if you are in doubt or have any questions.

### **1.8 INSURANCE**

The Kilmorack Community Hall Company holds Public Liability cover in the sum of £5,000,000. This Public Liability operates only in respect of non-profit making organisations who hire the Hall.

The Committee strongly recommends that for the protection of group/organisation members hiring its' facilities, the group/organisation has Public Liability Insurance to cover injury and property damage to third parties as a result of their negligence. The recommended cover is £5,000,000. If this is a problem, for smaller clubs a recommended minimum cover is £2,000,000. If a booking is made and insurance cover not held, then this is at the lessee's own risk.

### **1.9 AGE LIMIT**

No person under the age of 21 years will be permitted to book the Hall.

## **2. USING THE HALL**

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### **2.1 COLLECTING AND RETURNING THE KEY**

Once your booking has been confirmed, you will be given the code for the keysafe located inside the Hall porch where you will find the key for the main door. You will also be given a telephone number for use should you have any problems with the Hall or need further assistance

In some circumstances, a member of the Kilmorack Hall Community Company may be able to open the hall for you and show you around the facilities.

You will be given a telephone number for your contact person and it will be up to you to get in touch with them if you have any problems.

The key opens the door and also the shed padlock where spare chairs and tables are stored. When door is locked or unlocked **it is necessary to give the key a half turn back to get the key out easily.**

**You must return the key to the keysafe when you vacate the Hall.**

### **2.2 HALL CLOSING TIMES**

#### **Sunday to Thursday:**

Function must finish by 11.00pm. You must vacate the Hall by 11.30pm.

#### **Friday:**

Function must finish by 1.00am. You must vacate the Hall by 1.30am.

#### **Saturday:**

Function must finish by 12 midnight. You must vacate the Hall by 12.30am.

### **2.3 FIRE PRECAUTIONS**

- Lessees should familiarise themselves with the Fire Regulations which are on display on the wall on the left as you enter the main side entrance.
- Lessees should identify fire exits and advise their group of steps to be taken in the event of a fire.
- Lessees should ensure that no fire exits are blocked during their let.
- Lessees must take responsibility to make themselves aware of the location of the firefighting equipment that exists

### **2.4 NUMBERS OF PEOPLE ALLOWED IN THE HALL**

The maximum number of people allowed in the Hall, standing, is 120.

The maximum number of people allowed, seated, is 80.

## 2.5 ELECTRICITY AND HEATING

- Electricity switches are to the left hand side of main door when entering hall, facing. All are labelled. Interior lights should be switched off after use.
- **HEATING AND AIR CON SYSTEM:** There are two control panels located on the stage on the left hand side. Each panel controls one of the units in the roof of the main hall. There are more detailed instructions on the wall beside the control panels. **PLEASE DO NOT ADJUST SETTINGS**
- **Important!** The heating system will take between 10 to 20 minutes to increase the temperature - please give the system time to go through its starting sequence. This may take longer if there has been severe frost.
- **IF HEATING SYSTEM OR KITCHEN WALL HEATER IS LEFT ON THERE WILL BE A CHARGE TO COVER ELECTRICITY COST.**
- **Please leave sensor switches ON.** These operate automatic outside lights.

## 2.6 WATER

- The hot water switch is above the sink on the right side of the kitchen window. **Please ensure this is switched OFF when you leave.**
- The urn on the kitchen worktop must be filled and emptied manually.
- Please put on kitchen extractor fan when the urn is switched on.
- From December to April, the water must be turned **OFF** when the Hall is not in use, in case of frost. The stop cock is under the kitchen sink. You may need to turn this on, and you must remember to turn it **OFF**.

## 2.7 CHAIRS AND TABLES

- Chairs and folding tables are stored in the outside shed. This shed is used by a number of groups on a regular basis, and all equipment must be replaced exactly as it is found. **PLEASE STACK NEATLY**
- If card tables are in use they must be covered with a layer of plastic, either plastic tablecloths or plastic underneath a cloth covering.

## 2.8 CANDLES

No candles should be used in the Hall.

## 2.9 USING THE STAGE

If you are using the stage and curtains, please pull the curtains with the curtain cord. Pulling them by hand can cause them to fall.

## 2.10 ACCIDENTS DURING BOOKINGS

- If a member of your group suffers an injury, irrespective of how slight, during your booking, this should be reported to the Bookings Administrator who will record the incident and complete the appropriate documentation.

- Please note that if the injured person requires to go to hospital or has more than 3 days off work, then a form is required to be completed and sent off to the Health and Safety Executive.

## **2.11 FIRST AID AND DEFIBRILLATOR**

- Kilmorack Community Hall Company do not provide first aiders for any booking and you are responsible for first aid provision during your booking.
- There is a First Aid kit in the kitchen for use in emergencies. This is located in drawer marked 'First Aid'. Should you need to use any of the first aid equipment in the kit, please fill in the record book to detail the type of injury and the items used so these can be replaced
- Kilmorack Community Council are responsible for the defibrillator located in the Hall porch. Should you require to use this equipment, please follow the instructions provided in the case.

## **2.12 RISK ASSESSMENT**

Users should be aware of the risk involved in any activities they undertake in the Hall and should ensure that risk is kept to a minimum.

## **2.13 HALL CLEANING – LESSEES RESPONSIBILITY**

- The Hall should be left in the condition you received it in and you should remove **ALL** rubbish and vacuum the floor. The vacuum cleaner is under the stage in the left hand door.
- The kitchen should be cleaned.
- Check the toilet area and clean if necessary.
- If tables and chairs are used during the let, then these must be returned to the shed.
- In most cases, cleaning should be carried out immediately after the event. In special circumstances, you may arrange access to clean the Hall first thing the following morning. **THIS MUST BE ARRANGED AT TIME OF BOOKING.**

## **2.14 DAMAGES AND BREAKAGES**

Should any damages or breakages occur to any of the Hall facilities, fabric or equipment during your hire, please report these to the Booking Administrator in the first instance.

## **2.15 LEAVING THE HALL**

- 1. Check toilets and kitchen and clean if necessary.**
- 2. Vacuum the Hall.**
- 3. Switch off all lighting, heating system and wall heaters.**

4. If used, switch off the water heater.
5. Turn off water with the stop-cock under the sink (October – April).

**!! PLEASE LEAVE THE HALL AS YOU WOULD WISH TO FIND IT !!**

### **3. EVENING FUNCTIONS**

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#### **3.1 STEWARDS**

For all events e.g. dances, discos and parties, sufficient responsible stewards aged over 21 should be present. They should in particular prevent any person under the influence of alcohol being admitted. This will hopefully avoid any trouble and vandalism at the event. There should be at least 1 steward to 40 members of the public. In general that will mean that an evening function should have 2 named stewards. These stewards should agree not to drink alcohol.

**NOTE: A list of stewards should be submitted to the Booking Administrator at least 7 days prior to the booking for approval.**

#### **3.2 NON-LICENSED BOOKINGS**

1. Any member of the public trying to gain entry under the influence of drink should not be allowed in.
2. Unless permission is given for alcohol to be present, **NO ALCOHOL** should be allowed in the Hall and stewards must ensure that this condition is followed. To avoid those present hiding alcohol, the toilets should be checked on a regular basis to stop illegal, underage drinking.
3. At the end of your booking, you should ensure that an announcement is made asking those attending your event to disperse as quickly and quietly as possible, from both the Hall and the environs of the Hall, to ensure that the noise nuisance is kept to an absolute minimum for neighbouring residents. You must vacate the Hall by the time specified.
4. Kilmorack is a quiet residential and rural area. You should ensure that the noise level from any music is kept to a reasonable level, advising the group or DJ / group accordingly.

#### **3.3 LICENSED BOOKINGS**

1. ***It should be noted that alcohol sales are only permitted in the Kilmorack Hall subject to permission from the Highland Council Licensing Board and bookings are also subject to the above conditions in addition to the following. Lessees must follow all conditions set by the Licensing Board.***
2. No under 18's should be served alcohol. You should ensure that the licensee is dealing with this adequately.

3. You should ensure that your stewards are aware of the various conditions and comply with these.

### **3.4 BRING YOUR OWN BOTTLE (BYOB)**

1. A lessee may wish to provide their own alcohol for presentation purposes or a group attending an event may wish to bring their own alcohol to be consumed during the booking. You must obtain prior permission from the Kilmorack Community Hall Company.
2. No alcohol licence is required for this, but it is a requirement that this is not advertised openly and the alcohol must not be sold on the premises, or as part of entry-fee or ticket price.
3. There should be no consumption of alcohol in or outside the Hall by under-18 year olds.

### **3.5 SMOKING**

There should be no smoking in the Hall.

### **3.6 ILLEGAL DRUGS**

All illegal drugs are, of course, banned from the Hall or its environs. Anyone found using illegal drugs will be reported to the Police and will be banned from using the Hall again.

### **3.7 FIREWORKS**

The Kilmorack Community Company does not allow lessees to set off fireworks in or around the Hall.

**PLEASE NOTE THAT THE POLICE MAY VISIT THE HALL DURING ANY LET TO ENSURE THAT THE EVENT IS BEING RUN PROPERLY.**

**ENJOY YOUR USE OF THE HALL, BUT PLEASE ABIDE BY THE CONDITIONS SET BY THE HALL COMPANY.**

## **4. CONDITIONS OF LET**

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### **4.1 LESSEES RESPONSIBILITIES**

1. The lessee will be responsible for the proper conduct of the let.
2. The lessee will ensure that they have read and comply with all guidelines on booking and on the use of the Hall.
3. The lessee will name one of their number who will be the "responsible person" in respect of the let.
4. The lessee will be responsible for any damage caused to the premises or to the furnishings, fittings, equipment and anything else contained in the Hall. If you find any damage prior to the beginning of the let, you must report it to the Booking Administrator.
5. An account will be sent to the lessee for the cost of repairing damage identified as having been caused during the let.
6. The lessee will be responsible for any injury caused to any person, arising from the let or during the course of the let. The Kilmorack Community Hall Company has third party liability to cover incidents where they are found to be negligent.
7. The lessee will be responsible for the good conduct of all present during the course of the let and for the preservation of good order in and around the building.
8. The Kilmorack Community Hall Company will not be liable for any damage to, or for the loss of property brought to, or left in, the premises.
9. If permission is given by the Kilmorack Community Hall Company for there to be a licensed bar at a social function, the lessees will ensure that:-
  - a. They have obtained and have in force, the necessary permissions by the licensing authority,
  - b. No breach of the conditions of such permissions, or the addition of conditions specified by the Kilmorack Community Hall Company is allowed to occur, and;
  - c. Sufficient stewards are appointed to ensure proper control of the event.
10. All lets must be paid for in advance to the Booking Administrator via electronic payment or bank transfer
11. The lessee shall ensure that all statutory requirements are met.

### **4.2 USE OF PREMISES AND KILMORACK COMMUNITY COMPANY'S RIGHTS**

1. The lessee will use the premises solely for the purpose(s) stated in the let and will ensure that the premises are left in a clean, neat and tidy condition. If, as a consequence of the use of the premises, cleaning is required, employees of the Company will carry this out and the lessee will be invoiced for the additional cost.
2. The lessees are responsible for ensuring compliance with any emergency regulation, special or any other regulations in force for the time being.

3. Members of the Kilmorack Community Hall Company shall be entitled, in the course of their duty, to have free access at all times, to the Hall to ensure that it is being used properly. Please note that they will rarely need this access and have no intention to intrude.
4. The Kilmorack Community Hall Company has the right, at any time and without reason given, to cancel any let in respect of any occasion, or to terminate the let. The Company shall refund any charges paid.
5. The Company does not stipulate that the Hall is suitable for any particular use. The lessee shall provide the necessary stewards and attendants where necessary during the let, to ensure that effective control is provided in all areas during the let and that proper control of the event is maintained.

## **5. FEES AND CHARGES**

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### **5.1 FEES AND CHARGES**

Charges are revised each year with effect from the Kilmorack Community Hall Company AGM, normally in line with inflation.

### **5.2 DEPOSIT**

There will be a security deposit for private parties and functions where alcohol is being served or brought in. You will be required to make an electronic payment as a deposit for the amount specified in the pricing list at the time of booking. This will be refunded to you unless you do not vacate the Hall at the specified time or unless extra costs to the Hall are incurred as the result of your let.

### **5.3 PAYMENT FOR BOOKINGS**

- Payment must be made a minimum of 7 days in advance of any booking – apart from regular user provisional bookings.
- Regular Users – Provisional Bookings: A further confirmation application form, fully completed, requires to be submitted on which any changes to the times or the requirements for the booking must be intimated.
- **It is essential that lessees ensure that full and correct information is given to the Booking Administrator, to ensure that there are no problems or misunderstandings with your booking.**
- Lessees must include any set-up or clear-up time required for their activity.

### **5.4 CANCELLATION**

There may be a fee for cancelling an event within 7 days of the event. This will be at the discretion of the Hall committee depending on the nature of the event and the reason for cancellation.

### **5.5 ONE-OFF EVENTS**

The Kilmorack Community Hall Company will fix charges for one-off events.

## **APPENDIX A : HEALTH & SAFETY POLICY**

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### **Part 1 - General Statement of Policy**

Our policy is to:

- a) Provide healthy and safe working conditions, equipment and systems of work for our volunteers, Committee members and hirers;
- b) Keep the Hall and equipment in a safe condition for all users; and
- c) To provide all such training and information necessary.

We also accept responsibility for other people who may be affected by our activities including all users of the Hall and contractors who may work there. It is the intention of Kilmorack Community Hall Company with all Health & Safety legislation and to act positively where it can reasonably do so to prevent injury, ill health or any danger or loss arising from its activities and operations.

Kilmorack Community Hall Company considers the promotion of the Health & Safety of those who use its premises or may be affected by its activities and operations to be of great importance. The Committee recognises that the effective prevention of accidents depends as much on a committed attitude of mind to safety as on the operation and maintenance of equipment and safe systems of work. To this end, it will seek to encourage Committee members and users to engage in the establishment and observance of safe working practices. Hirers will be expected to recognise that there is a duty on them to comply with the practices set out by the Committee and to exercise self-discipline and accept responsibility to do everything they can to prevent injury to themselves or others.

### **Part 2 - Organisation of Health & Safety Responsibilities**

The Kilmorack Community Hall Company has overall responsibility for Health & Safety at Kilmorack Community Hall. The person delegated by the Company to have day-to-day responsibility for the implementation of this policy is:

Name: Julie Paton  
Tel No: 07901 798610

It is the duty of all users and hirers to take care of themselves and others who may be affected by their activities and to co-operate with management in keeping the premises and its grounds safe and healthy.

Should a user or hirer come across a fault, damage or other situation which might cause injury and cannot be rectified immediately, then the person with responsibility for Health & Safety (see above) or the Bookings Administrator should be informed as soon as possible in order that the problem can be dealt with.

Where equipment is damaged a notice should be placed on it warning that it is not to be used, and if possible it should be removed.

The following persons have responsibility for specific items:

Fire precautions and checks: All Directors at committee meetings

Insurance: Treasurer (Director)

First Aid: Individual groups/users

Reporting of Accidents: Users report to Bookings Administrator

Information to Contractors: Committee member who contacts contractor

Information to hirers: Bookings Administrator

COSHH Regulations: Hall cleaners (Directors) (NB this is working with hazardous substances which have ACRE guidelines only relevant for cleaning materials)

Risk Assessment and Inspections: All Directors at committee meetings

Reviewing Health & Safety Policy: All Directors at committee meetings

### **Part 3 - Arrangement and Procedures**

#### **3.1- Licences**

Kilmorack Hall has a Public Entertainment Licence provided by the Highland Council. This authorises the following:

- Discos and dances
- Musical performances
- Concerts
- Health and fitness activities

#### **3.2- Fire Precautions, Checks and Procedure**

Existing control measures:

- All escape routes are clear of obstruction.
- All fire exit signs and notices are clearly visible.
- Emergency exits open without use of a key and push bars/pads operate easily (where fitted).
- Self-closing doors kept closed and self-closers work.
- Firefighting equipment is adequate for the risk in your premises, maintained annually, certificates on show and noted in our Log Book.
  - 2 x 2kg Carbon dioxide fire extinguisher (main hall and kitchen)
  - 1 x Fire blanket (kitchen)
- Fire Alarms, smoke alarms, firefighting equipment, fire exits and signs are checked weekly by the committee members cleaning the hall and recorded on the record sheet.
- Log Book is kept up to date and test certificates available.
- Fire extinguishes are checked annually by MACGREGOR FIRE PROTECTION SERVICES LTD, 19, Harbour Rd, Inverness, IV1 1SY

- Electrical equipment and leads checked annually by a qualified electrician and monthly checks are made for general wear and tear by directors.
- There is no smoking in the hall at all times and signs are clearly displayed.
- Details are included in Letting Conditions that users must take responsibility to make themselves aware of the location of the firefighting equipment that exists. We also advise hall users that children should be kept out of the kitchen when cooker, kettles or hot water heaters are in use.

#### **Part 4: Storage**

Hall users are requested to store and stack chairs and tables in a safe manner.

Storage cupboards checked regularly by staff to ensure equipment is stored safely.

#### **Part 5: Use of kitchen facilities**

For public functions run by the Hall committee, only a person with a food hygiene certificate will oversee the preparation of food within the hall kitchen.

#### **Part 6: Responsibilities**

##### **6.1 LESSEES RESPONSIBILITIES**

- 6.1.1 The lessee will be responsible for the proper conduct of the let.
- 6.1.2 The lessee will ensure that they have read and comply with all guidelines on booking and on the use of the Hall.
- 6.1.3 The lessee will name one of their number who will be the "responsible person" in respect of the let.
- 6.1.4 The lessee will be responsible for any damage caused to the premises or to the furnishings, fittings, equipment and anything else contained in the Hall. If you find any damage prior to the beginning of the let, you must report it to the Booking Administrator.
- 6.1.5 An account will be sent to the lessee for the cost of repairing damage identified as having been caused during the let.
- 6.1.6 The lessee will be responsible for any injury caused to any person, arising from the let or during the course of the let. The Kilmorack Community Hall Company has third-party liability to cover incidents where they are found to be negligent.
- 6.1.7 The lessee will be responsible for the good conduct of all present during the course of the let and for the preservation of good order in and around the building.
- 6.1.8 The Kilmorack Community Hall Company will not be liable for any damage to, or for the loss of property brought to, or left in, the premises.
- 6.1.9 If permission is given by the Kilmorack Community Hall Company for there to be a licensed bar at a social function, the lessees will ensure that:
  - 6.1.9.1.1 They have obtained and have in force, the necessary permissions by the licensing authority
  - 6.1.9.1.2 No breach of the conditions of such permissions, or the addition of conditions specified by the Kilmorack Community Hall Company is allowed to occur, and;

- 6.1.9.1.3 Sufficient stewards are appointed to ensure proper control of the event.
- 6.1.10 All lets must be paid for in advance to the Booking Administrator via electronic payment, or bank transfer.
- 6.1.11 The lessee shall ensure that all statutory requirements are met.

## **APPENDIX B: SAFEGUARDING**

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### **Tobacco, Alcohol and Drug Policy Statement**

Smoking is not permitted in the premises of Kilmorack Community Hall at any time.

Alcohol cannot be sold on the premises as the hall does not have an alcohol selling licence. Free drinking water is always readily available.

The person hiring the hall for an event has the responsibility to ensure that only persons aged 18 or over are consuming 'bring your own alcohol' on the premises. Hall hire is only permitted to people over the age of 25.

We encourage a drug free environment, which adheres to the Misuse of Drugs Act (1971) and the Psychoactive Substances Act (2016).

The safety, health and wellbeing of attendees are paramount to us.

In our conditions of hire we:

- highlight drug enforcement laws are as applicable on site as anywhere else in the country.
- state that no drugs, other than prescription drugs used as per medical instruction, are allowed in Kilmorack hall.
- state that it is the responsibility of the 'lessee' to ensure people who are evicted from the site for not abiding by the event ethos /standards by being intoxicated through alcohol or drug use are encouraged to remain with known persons until they can leave in a safe manner.
- state that it is the person hiring the hall that is expected to take an active role monitoring the unlawful supply of drugs and will work in full co-operation with Police Scotland.

Neither anti-social nor illegal behaviour will be tolerated. If drugs of particular concern are identified as being in circulation at an event at the hall we will inform the police and the person who has hired the hall will be unable to do so in future.

### **Child Protection**

We believe that every child or young person regardless of age has, at all times and in all situations, a right to feel safe and protected from any situation or practice that results in them being harmed or at risk of harm. If we have suspicions about a child's safety or welfare we will take action.

In order to keep children and young people safe we will do the following:

1. Ask that all adults in positions requiring PVG/Disclosure checks provide this to a person on the hall committee. This includes events in the hall for children whose parents will not be present.
2. If children are present at hall events (not run by an adult with appropriate PVG), they must be accompanied by their parent or a designated adult guardian who will be responsible for their children at all times.
3. All hall hirers will be directed towards the following website to ensure they understand their responsibilities in terms of child protection - [www.hcpc.scot](http://www.hcpc.scot)
4. If anyone suspects a child may be at risk of harm, they must report their concerns to a Social Worker, Health Visitor, Teacher or any other professional working with children. If you think a child is at risk of immediate harm, please phone the Police. The hall committee will respond to allegations or suspicions of harm to children and young people appropriately and ensure correct procedures are followed to record, report and respond to child protection concerns (as advised by Child Protection Lead/Police/Social Work)

### **Responding to Child Protection Concerns**

Hall hirers should follow the procedures below:

1. Listen to any disclosures or concerns carefully and/or observe any obvious signs of harm in the child or young person – don't 'investigate' by interviewing, examining or taking photos of the child/young person (or their injuries);
2. Make sure the child or young person is safe and supervised (where possible);
3. Contact the social work / child's teacher to tell of concerns and to decide on action to be taken and ensure any action is recorded and stored accordingly. If a child or young person is at immediate risk of harm, the Police should be contacted.
4. If at any time during the an event you become concerned about the behaviour of an adult towards children and young people, you should report it immediately to the Police.

Child Protection is Everyone's Responsibility

### **Contacts:**

Social Work Out of Hours Team

Telephone: 0808 175 3646

(Monday to Friday, 5pm to 9am and all day on weekends and public holidays.)

Email: [ESWS@highland.gov.uk](mailto:ESWS@highland.gov.uk)

Highland Council Social Work (Child Protection- Inverness West Team):

Telephone: 01463 644889

(For members of the public and professionals with child protection concerns)

Police

Telephone: 101 (non-urgent incidents)/999 (urgent incidents)

## **Code of Conduct – Child Protection for Hire of Kilmorack Community Hall**

*We will:*

- Work together to ensure the safety of children and young people attending any event;
- Treat children and young people with respect and dignity – keeping in mind they are children and potentially vulnerable to harm;
- Respect a child/young person’s right to privacy – this includes photographing, filming and publication of images on website pages/social media where consent may be required;
- Limit any physical contact with children and young people (with the exception of providing essential medical and wellbeing services);
- Be aware of our own behaviours and actions towards children and young people – these can be misinterpreted no matter how innocent and well intentioned the action(s) may be (e.g. hugs, jokes, horseplay);
- Provide an example we would wish others to follow and challenge inappropriate behaviour towards children and young people;
- Ensure the appropriate ratios of adults to children and young people involved in activities/childcare are in place (where required) in order to support staff/volunteers and protect children;
- Remember to REPORT not INVESTIGATE any suspicions or allegations of harm;
- Share concerns and seek support from Social work (or Police in an emergency);
- Seek help and advice from appropriate services where we are worried about a child, a child has been harmed or is at risk of harm - contact numbers for Local Services are available at [www.hcpc.scot](http://www.hcpc.scot).

## **Vulnerable Adult Protection Policy for hire of Kilmorack Community Hall**

We believe that every person regardless of age and vulnerability has, at all times and in all situations, a right to feel safe and protected from any situation or practice that results in them being harmed or at risk of harm. If we have suspicions about an adult's safety or welfare we will take action.

In order to keep vulnerable adults safe we will do the following:

1. Ask that all adults in positions requiring PVG/Disclosure checks provide this to a person on the hall committee. This includes events in the hall for vulnerable adults whose carers will not be present.
2. If vulnerable adults are present at hall events (not run by an adult with appropriate PVG), they must be accompanied by their designated carer who will be responsible for them at all times.
3. If anyone suspects a person may be at risk of harm, they must report their concerns to a Social Worker or any other professional working with the vulnerable adult. If you think a person is at risk of immediate harm, please phone the Police. The hall committee will respond to allegations or suspicions of harm to vulnerable adults appropriately and ensure correct procedures are followed to record, report concerns (as advised by Police/Social Work).

### **Responding to Concerns**

Hall hirers should follow the procedures below:

1. Listen to any disclosures or concerns carefully and/or observe any obvious signs of harm in the person – don't 'investigate' by interviewing, examining or taking photos of the person (or their injuries);
2. Make sure the person is safe and supervised (where possible);
3. Contact social work to tell of concerns and to decide on action to be taken and ensure any action is recorded and stored accordingly. If a person is at immediate risk of harm, the Police should be contacted.
4. If at any time during the an event you become concerned about the behaviour of an adult towards another person, you should report it immediately to the Police.

### **Contact numbers for Local Agencies and Police**

Adult Support and Protection:	0800 902 0042
Child Protection information:	<a href="http://www.hcpc.scot">www.hcpc.scot</a>
Police:	101 (non-urgent)/999 (urgent)
Out of hours Social Work Emergency Service:	08457 697284

## **Code of conduct - Vulnerable Adult Protection for the Hire of Kilmorack Community Hall**

*We will:*

- Work together to ensure the safety of those attending events run at the hall;
- Treat people with respect and dignity – keeping in mind people who may be potentially vulnerable to harm;
- Respect a person’s right to privacy – this includes photographing, filming and publication of images on website pages/social media where consent may be required (seek advice from event organiser where necessary);
- Limit any physical contact with vulnerable adults (with the exception of providing essential medical and wellbeing services);
- Be aware of our own behaviours and actions towards others – these can be misinterpreted no matter how innocent and well intentioned the action(s) may be (e.g. hugs, jokes, horseplay);
- Provide an example we would wish others to follow and challenge inappropriate behaviour towards others;
- Ensure the appropriate ratios of adults to vulnerable adults involved in activities are in place (where required) in order to support staff/volunteers and protect everyone;
- Remember to REPORT not INVESTIGATE any suspicions or allegations of harm;
- Share concerns and seek support from social work (or Police in an emergency);

Seek help and advice from appropriate services where we are worried about an adult at risk of harm.

## **APPENDIX C: EQUAL OPPORTUNITIES**

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### **Equal Opportunities Statement**

#### **Introduction**

The Kilmorack Community Hall Company is committed to promoting equality, diversity, and inclusion. We aim to ensure that our facilities, activities, and services are accessible to all members of the community, regardless of background, identity, or circumstances. This policy sets out our commitment to equal opportunities and the steps we will take to achieve this.

#### **Policy Statement**

Kilmorack Community Hall Company will not tolerate discrimination, harassment, or victimisation on the grounds of race, ethnicity, nationality, gender, gender identity, sexual orientation, disability, religion or belief, age, marital or civil partnership status, pregnancy or maternity, or socio-economic status. We are dedicated to creating a welcoming and inclusive environment for all.

#### **Scope**

This policy applies to:

- All users of the Community Hall, including individuals, groups, and organisations hiring the premises.
- Volunteers and committee members of the Community Hall.
- Any activities, events, or services provided within the Community Hall.

#### **Responsibilities**

- The Community Hall Committee is responsible for implementing and reviewing this policy.
- All users of the hall must comply with the principles of equal opportunities and treat others with respect and fairness.
- Any incidents of discrimination or harassment must be reported to the Hall Committee.
- Accessibility and Inclusion We are committed to making the Community Hall as accessible as possible by:
  - Ensuring physical access for individuals with mobility impairments.
  - Providing information in accessible formats where required.
  - Considering the needs of all users when planning activities and improvements.
- Hiring and Use of Facilities
  - All groups and individuals hiring the Community Hall must adhere to this policy.
  - Discriminatory or exclusionary events will not be permitted.
  - Reasonable adjustments will be made to accommodate the needs of diverse users.

#### **Complaints and Reporting**

Any concerns or complaints related to discrimination or equal opportunities should be reported to the Community Hall Committee. Complaints will be handled fairly, sensitively, and confidentially.

**Monitoring and Review**

This policy will be reviewed annually to ensure it remains relevant and effective. Feedback from users and community members will be considered in the review process.

This policy was adopted by Kilmorack Community Hall Company on 18/11/24 and will be reviewed at the AGM in November 2025.