

## T&Cs & Policies

**The Pirate Castle is a registered charity (number 1138787) and a company limited by guarantee registered in England & Wales (number 07370167).**

We believe that nobody should face exclusion due to financial disadvantage or disability. More than opening up the canal as a recreational resource for all to enjoy, our stimulating and inclusive projects seek to narrow the outcomes gap by giving all sections of the community equal chance to participate in life-enriching activities and training initiatives that may otherwise be beyond their financial or physical means.

This section includes links to our Terms & Conditions of Hire and core policies which ensure that services run by The Pirate Castle comply with current best-practice and legislation. Customer guidelines are also included to help you prepare for your visit.

**View or download our policies and guidelines by clicking the links below:**

[Booking Terms & Conditions](#) [1]

[Venue Hire Agreement](#) [2] must be submitted for all hall / venue hire at the point of booking

[Individual Child / Adult Consent Form](#) [3] (for private hire, Holiday Schemes and scheduled Pirate Castle activities)

[Data Privacy Notice](#) [4]

[Health & Safety Policy](#) [5]

[Safeguarding Policy](#) [6]

[Equal Opportunities Policy](#) [7]

[Anti-Corruption, Fraud & Bribery Policy](#) [8]

[Whistleblowing Policy](#) [9]

[Complaints Procedure](#) [10]

[Paddlesport Risk Assessment](#) [11]

### **COVID-19 VISITOR / USER GUIDELINES**

Following the Government's lifting of Covid-19 legal restrictions on 24.02.22 we have considered what The Pirate Castle's response should be and what conditions / procedures we should keep in place. It's clear that Covid has not gone away, so we intend to remain cautious to help reduce the risk of potential outbreaks / transmission at The Pirate Castle.

**Going forward, we are asking that all staff, volunteers and attendees at The Pirate Castle follow the updated procedures below:**

If anyone has any symptoms which could be Covid they must not attend The Pirate Castle until their symptoms have resolved;

We ask all attendees, staff and volunteers to remain respectful of others and that attendees keep a safe distance from other groups or staff / volunteers where possible, and that staff / volunteers do the same in regard to attendees;

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Staff, volunteers and attendees should consider wearing face coverings when around other groups / attendees indoors, especially if safe distances cannot be maintained;

Be mindful of others when passing them in the building and avoid passing people on the stairs where possible;

Both entry and exit will be via the main door but again, please give others space when entering / exiting and avoid bottlenecks;

Please keep up other usual infection control measures such as good hand hygiene.

Thank you for your continued cooperation.

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**Source URL:** <https://www.pirates.myzen.co.uk/tcs-policies>

### Links

[1] <https://www.pirates.myzen.co.uk/sites/default/files/uploads/Booking%20terms%20and%20conditions%20Aug%202020.pdf> [2] <https://form.jotform.com/PirateCastle/VenueHireAgreement> [3] <https://form.jotform.com/PirateCastle/consent-form-individual> [4] [https://www.pirates.myzen.co.uk/sites/default/files/uploads/Pirate%20Castle%20-%20Data%20Privacy%20Notice\\_V1\\_2023.pdf%23](https://www.pirates.myzen.co.uk/sites/default/files/uploads/Pirate%20Castle%20-%20Data%20Privacy%20Notice_V1_2023.pdf%23) [5] <https://www.pirates.myzen.co.uk/sites/default/files/uploads/Health%20and%20Safety%20Policy%20-%20April%202024.pdf> [6] [https://www.pirates.myzen.co.uk/sites/default/files/uploads/Sept%202024\\_Safeguarding%20Policy\\_Final.pdf](https://www.pirates.myzen.co.uk/sites/default/files/uploads/Sept%202024_Safeguarding%20Policy_Final.pdf) [7] <https://www.pirates.myzen.co.uk/sites/default/files/uploads/Equal%20Opportunities%20Policy%20April%202024.pdf> [8] [https://www.pirates.myzen.co.uk/sites/default/files/uploads/Pirate%20Castle%20Anti%20Bribery%20Corruption%20and%20Fraud%20Policy\\_Sept%202024.pdf](https://www.pirates.myzen.co.uk/sites/default/files/uploads/Pirate%20Castle%20Anti%20Bribery%20Corruption%20and%20Fraud%20Policy_Sept%202024.pdf) [9] [https://www.pirates.myzen.co.uk/sites/default/files/uploads/Pirate%20Castle%20Whistleblowing%20Policy\\_Sept%202024.pdf](https://www.pirates.myzen.co.uk/sites/default/files/uploads/Pirate%20Castle%20Whistleblowing%20Policy_Sept%202024.pdf) [10] <https://www.pirates.myzen.co.uk/sites/default/files/uploads/2022%20Complaints%20Procedure.pdf> [11] <https://www.pirates.myzen.co.uk/sites/default/files/uploads/2024%20Paddlesports%20risk%20assessment%20FINAL.pdf>