

VISITOR INFORMATION PACK

Accidents and Near Misses	2
Animals	2
Candles	2
Cars	2
Catering	2
Cash Machines	3
Damage	3
Decoration	3
Emergency Procedures	3
First Aid	3
Fire Evacuation	3
Food Allergies	4
Internet	4
Key Contacts	4
Lost Property	4
Portable Electrical Appliance (PAT) Safety	4
Security Stewards	5
Smoking	5
Temperature Control	5
Third-party Contractors	5
Toilet Facilities	6
Violations	6

ACCIDENTS AND NEAR MISSES

It is the policy of Scarlets Regional Ltd that all work related accidents, injuries or near misses are investigated and reported. If you are involved in such an incident you must report it to your host who will arrange for a written investigation.

Scarlets Regional Ltd operates a continuous improvement policy and uses incident investigation data as a means of preventing recurrences so promoting a healthier and safer workplace.

ANIMALS

With the exception of assistance dogs, no animals are permitted in the Stadium.

CANDLES

Unfortunately, we do not permit the use of candles within the Stadium.

CARS

There are approximately 300 car parking spaces situated within the Main Bowl. Please note that this car park is allocated on a first-come, first-served basis.

Maximum speed within the premises is 10mph. The Highway Code and Health and Safety regulations apply. Kindly ensure that your vehicle is parked in the bays provided and is not causing an obstruction.

CAR PARKING FOR DISABLED VISITORS

We have 26 disabled car parking spaces available within the Main Bowl. These are for blue badge holders only.

CATERING

Unfortunately, we do not allow self-catering within the Stadium. There is a variety of refreshments available to purchase from the Strade Lounge. The Strade Lounge is open Monday - Friday, 9am - 4pm.

CASH MACHINES

There are no cash machines located within the Stadium. The nearest cash machine is located outside Morrisons supermarket approximately 10 minutes walk from the Main Reception.

DAMAGE

The event organiser is responsible for and liable for any and all damage to any Stadium property caused during an event by any guest.

DECORATION

No fixings are permitted to be attached to any of the function rooms located within the Stadium interior or exterior spaces. This includes the use of blu-tac.

EMERGENCY PROCEDURES

Please ensure you are familiar with the procedures to be followed in the event of an emergency at the Stadium.

FIRST AID

In the event of a personal injury or accident, help may be obtained from any of the trained First-Aiders employed by Scarlets.

FIRE EVACUATION

If the fire alarm sounds then please stay calm and do not panic. If there is a fire a continuous wailing fire alarm will sound. The alarm will turn off 60 seconds after the all clear has been given.

Please leave the building by the shortest route, using Fire Exit signs as guides and make your way to the assembly point on the East Car Park where you will be checked against the Visitors book.

Do not re-enter the building until your host or the Emergency Team gives the 'ALL CLEAR'.

FOOD ALLERGIES

Scarlets Regional Ltd understands that food allergies present a serious problem to some guests. Our staff will endeavour to provide you with the information you need. Please speak to your host if you consider yourself at risk.

INTERNET

There is free WiFi across the Stadium - Parc y Scarlets Free WiFi. The WiFi can be accessed via a splash page where guests are asked to register their details before gaining access.

KEY CONTACTS

Main Reception - 01554 783902

Strade Lounge - 01554 783949

Health and Safety Officer - 01554 783929

Police (non-emergency) - 101

National Health Service (for free emergency medical advice) - 111

Taxi Service (Eddie's Cabs) - 01554 777222

LOST PROPERTY

All property found should be handed to the Stadium, where it will be retained during the event or until the owner comes forward. If no owner is found for the duration of the event, the property will be retained at the Stadium. If, after four weeks, no claim in respect of that property has been made, the venue shall consider the property to have been abandoned and reserve the right to dispose of the property.

PORTABLE ELECTRICAL APPLIANCE (PAT) SAFETY

All electrical equipment, including that which may be used in connection with entertainment activities brought into the Stadium must have been appropriately tested. We are required to carry out checks to ensure that all equipment complies. Please ensure that you draw this to the attention of all concerned including any selected third-party contractors.

SECURITY STEWARDS

We are obliged to have security stewards on site as part of our liquor licensing agreement. The primary task of a steward is to minimise the risk of injury to the public and event personnel. Stewards will be readily identifiable by the use of either high visibility jackets, tabards or armbands and some form of identity.

SMOKING

Smoking is not permitted in any part of the Stadium. If you wish to smoke, please use one of the designated smoking shelters.

TEMPERATURE CONTROL

We endeavour to maintain an ambient temperature in all of our function rooms. Please notify a member of staff if you would like the temperature modified.

THIRD-PARTY CONTRACTORS

The event organiser is responsible for ensuring that all third-party contractors comply with these rules.

The Stadium is situated close to some residential properties and in accordance with our Premises Licence, steps must be taken to ensure that noise from entertainment is kept to a reasonable level.

It is a condition of hire that third-party contracts must make contact with the premises before the event takes place. You must arrange a time to deliver equipment and to collect it.

It is a requirement for third-party contracts to complete a risk assessment and submit insurance documents relating to the service they are providing.

It is a requirement that all electrical equipment brought onto the premises has been tested in accordance with current regulations. Checks will be carried out on arrival and any equipment not bearing a current certificate of PAT testing will not be allowed to be used on the premises.

Parc y Scarlets does not have any designated changing or storage facilities for third-party contractors. If you have specific requirements, please contact a member of staff. Please note that staff are not permitted to accept any article for safekeeping.

TOILET FACILITIES

There are toilet facilities located on each floor within the Stadium. Our toilets are cleaned regularly, however if you consider their condition to be unsatisfactory at any time, please advise a member of staff.

VIOLATIONS

Wilfully ignoring these rules compromises the safety of everyone in the Stadium. In the event of this occurring, every Scarlets Regional Limited employee is empowered to escort offenders off site. Visitors who persist will not be permitted to return.

It is of utmost importance to Scarlets Regional Ltd that work carried out by employees and visitors is done in a workplace which is safe and in an environment which is healthy.

We hope you enjoy your visit at Parc y Scarlets. If you have any queries whilst you are visiting, please ask your host or alternatively, please contact the Main Reception.

We welcome all feedback relating to your experience at the Stadium. Please email feedback to info@parcyscarlets.com