



**West Hartford  
NFRS HQ  
Room User Guide**



# Information Guide for NFRS HQ - West Hartford

This booklet has been designed to provide guidelines and advice on facilities available to you when working in West Hartford Community Fire Station.

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## Useful Telephone Numbers:

Reception 01670 621110

## 1. Orientation

This building was constructed in 2010 and upon completion was formally opened by His Royal Highness Prince Charles on 25<sup>th</sup> October 2010.

- There are ladies, gents, and disabled toilets situated in the main ground floor corridor, there are also toilets on the first floor to service the Kielder room. These are located as you leave Kielder to the right, through the double doors and just to the right.
- A canteen is situated on the ground floor next to reception for employees and visitors. See section 8 for details.



## 2. Building Security

- Everyone is responsible for the safe keeping of their personal belongings.
- All visitors are required to sign in at reception and provide details of their vehicle if parked in the car park. You must also sign out when leaving.
- The building is maintained by Robertsons Limited and is not staffed for the purpose of room hire outside of these hours. 0845 – 1700 Monday to Friday. Please therefore vacate the room on the agreed time on your booking form. Please note you will not be able to gain access back into the building after the time stated.
- Please make sure that all windows are closed when you leave.
- This building has CCTV in operation both internally and externally.
- If you are provided with a door pass this must be returned to reception before leaving.

## 3. Reporting Health and Safety Incidents/First Aid

- Any accidents or near misses to visitors should be reported to Reception immediately.
- There are first aid kits and defibrillators located on site, in the event of an emergency call 999 and seek assistance from reception.

## 4. Fire and Evacuation Information for Visitors

The fire alarm sounds every Friday at 1500. This is a test, and no action needs to be taken by those occupying the building. The test will be announced over the tannoy.

### On discovering or causing a fire

- Immediately operate the nearest fire alarm call point by breaking the glass cover and if possible and safe to do so phone (9)999.
- The alarm will sound until the building is cleared.
- The fire assembly point is located in the back drill yard, location shown in Section 1 diagram.

### On hearing the alarm

- Leave the building in an orderly manner, warning others as you go. Do not use the lift.
- Follow any instructions given over the tannoy.
- As a meeting host, ensure any visitors to the building are escorted to safety and assemble with the host.
- Fire exit signs are located throughout the building. Please make yourself aware of the closest fire exit to your location.

## PLEASE DO NOT

- Stop to collect personal belongings.
- Use an extinguisher unless trained to do so.
- Use a lift as a means of escape.
- Re-enter the building until instructed it is safe to do so.
- Leave the site until after the all clear is given.

## PLEASE DO

- Find out where the alarm points are located.
- Find out where escape routes are beforehand.
- Consider alternative routes.
- Make sure you know where your assembly point is.
- Close the doors behind you as you leave.

## Visitors with special requirements

- The evacuation of visitors will be the responsibility of their host.
- In the event of visitors with special requirements who are on site without a specific host, e.g., groups using the meeting rooms, the primary responsibility will be with the person responsible for the room booking.
- The person hosting the meeting will be responsible for ensuring that occupants of the room assemble at the designated point.
- In the event of any difficulty, ask for assistance from a member of the Fire Service or dial 621110 in extreme cases.
- Do not use lifts

## 5. Car park

- There are visitor parking facilities to the front of the building outside of reception.
- The car park at the rear of the building is strictly for Fire Service staff only.
- The emergency services will need access to the building at all times. Do not obstruct access in any circumstances.

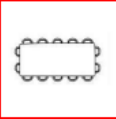

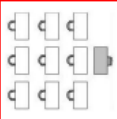

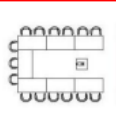
## 6. Reception services

- Reception is staffed from 08:30-17:00 Monday to Friday (16:30 on Fridays). Outside of these times the main reception door will remain locked.
- Reception can be contacted on 01670 621110.
- Reception should be made aware of any visitors that you expect to arrive, and a contact left so you can be informed upon their arrival.

## 7. Meeting room bookings

- Meeting rooms in West Hartford Community fire station can be booked via reception or the electronic room booking form.
- Room sizes and available layouts are attached to the booking form.
- Furniture should not be moved in any rooms without prior approval and should be carried out by the site supervisor via reception.
- All requests for refreshments should be included on the booking form and are chargeable.

### Rooms available at West Hartford Community Fire Station & Headquarters

	BOARD ROOM 	THEATRE 	CLASS ROOM 	CAFÉ STYLE 	U SHAPE 
ALNWICK ROOM	16	20	8	12	12
FORD ROOM	14	20	8	12	12
DUNSTANBURGH ROOM	20	42	18	24	16
BAMBURGH ROOM	20	42	18	24	18
DUNSTANBURGH & BAMBURGH ROOMS	36	60	42	48	28
KIELDER ROOM	20	38 FIXED TOTAL 60	16	24	16

## 8. Restaurant

A catering service is offered to all those working at West Hartford Community fire station and their guests, including:

- A breakfast service from 9.30am serving a variety of hot and cold food and drinks that can be ordered at the hatch.
- Lunch-time service in the restaurant begins at 12.00 noon until 13:30pm, there are sandwiches available all day and hot food can be pre-ordered at the hatch until 10:00am.
- Customers can choose to eat in the restaurant or take away.
- A variety of vegetarian foods are always available and special diets can be catered for.
- Hot and cold buffets can be provided within meeting rooms if arranged prior to arrival using the room booking form.
- Refreshments for meetings are available throughout the day and at other times by arrangement.
- Working lunches can be provided.

## 9. Smoking policy

- Northumberland County Council operates a strict no-smoking policy in all of its offices and administration sites.
- Smoking is not permitted in any of its buildings, and you are forbidden from smoking near the building to prevent smoke being detected inside the building.
- Smoking should not take place at the front of the building or any other place where you can easily be seen by the public as this creates a poor image of the council and fire service.

## 11. IT Equipment

The meeting rooms all have projectors available for use. Users must provide their own laptops to be able to plug into these using HDMI. Any special requirements can be discussed prior to arrival and accommodated where possible.

## 10. Terms & Conditions

1. The terms and conditions detailed here are effective from Monday 3<sup>rd</sup> February 2025 and supersede all previous terms and conditions.
2. Access to the premises will not be permitted before 08:45. The building must be vacated by 16:45 (16:15 on Friday's). All visitors must sign in/out at reception.
3. Rooms are only available for the hours booked. All rooms must be vacated by the booking end time.
4. Only the room booked by the client may be used. The use of the canteen, reception, other communal areas or rooms not booked by the client is not permitted.
5. All bookings and dates offered are provisional until written confirmation has been provided by Northumberland Fire & Rescue Service (NFRS). Provisional bookings are valid for 2 working days from the date of the enquiry. If a completed booking form has not been received by NFRS within 2 working days, the provisional booking will be void.
6. Bookings made more than 6 months prior to the event should be confirmed by the client in writing no later than 1 month prior to the event.
7. The final number of attendees must be confirmed by the customer not less than 5 working days in advance of the booking.

8. On receipt of a completed booking form, the terms and conditions will be deemed to be accepted and agreed to by the client.
9. A nominated responsible person must be named on the booking form. They will be deemed to be responsible for the room booking and any associated visitors to the premises. As such, they must be on the premises for the duration of the booking.
10. Any facilities used should be left in the condition in which they were found. Please ensure that rubbish is in the bins provided, **whiteboards are cleaned, projectors are switched off, windows are closed, and furniture is returned to its original position**. If Northumberland Fire & Rescue Service feels that any facilities have not been left in a satisfactory state, an additional charge may be added to the hire charge.
11. Northumberland Fire & Rescue Service (NFRS) reserves the right to refuse hire of facilities / cancel bookings for any reason that they deem to be reasonable.
12. In the event that the facilities are required to support an incident or exercise, any bookings will be cancelled with immediate effect. All visitors must vacate the premises immediately.
13. Northumberland Fire & Rescue Service (NFRS) reserves the right to cancel any booking with immediate effect if terms and conditions are not adhered to. All visitors must vacate the premises immediately and no refund will be issued.
14. All charges will be invoiced in the month following the date of the room booking. Payments must be made within 30 days of the invoice date.
15. Any bookings which are cancelled up to 5 working days of the booked date will incur a £15 admin fee. Any cancellations within 5 working days of the booked date will be charged at full cost.
16. Clients must not fix items to the walls, floor, or ceiling (including using blu-tack). The cost of any repairs resulting from customers fixing items to the walls, floors or ceilings will be billed to the customer.
17. The client will be liable for all, and any damage caused to any room, facilities, furniture, or equipment caused by their acts or omissions or those of their delegates, staff or visitors. The client will be charged for any loss or damage to any NFRS equipment or facilities.
18. The actions of the client or those of their delegates, staff or visitors do not disturb other building users.
19. Any requests for catering must be made a minimum of 5 working days before the date of the room booking.



20. No wines, spirits or beverages may be brought into the premises by or on behalf of the client, its delegates, staff, or visitors for consumption on the premises.
21. Food and beverages must not be brought onto the premises. Only food and beverages provided by Northumberland Fire & Rescue may be consumed.
22. Northumberland Fire & Rescue Service will not provide additional IT equipment or staff to provide IT support.
23. Delegates, staff, and visitors of the client are required to comply with all health, safety, fire, security, and general instructions issued. For further information, please see the building user guide provided in each meeting room.
24. Visitors are not permitted to smoke / vape on NFRS premises, including outdoor areas.
25. Vehicles and their contents are left on NFRS premises at the owner's risk.
26. Visitors must ensure that vehicles are parked in designated areas only and do not obstruct roads, footpaths, or other areas which NFRS personnel / vehicles may require access to. Any vehicles that NFRS believe to be causing an obstruction must be moved immediately.
27. NFRS will accept no responsibility or liability for the loss or damage to personal effects belonging to the client or its delegates, staff, or visitors.
28. The client, its delegates, staff, and visitors must be at least 16 years of age.
29. Northumberland Fire & Rescue Service (NFRS) reserves the right to refuse / revoke access to the premises to any individual or group that they feel may compromise security, cause damage, pose a threat to staff and visitors, or negatively impact the reputation of NFRS.
30. Northumberland Fire & Rescue Service (NFRS) facilities may not be used by political parties for party activities, including meetings, fund raising, campaigning or any other party activities.
31. Northumberland Fire & Rescue Service (NFRS) facilities may not be used for the sale of goods or services to the general public.
32. Any exceptions to the terms and conditions will only be permitted with the express permission of the Northumberland Fire & Rescue Service (NFRS) Estates Manager or a representative of the NFRS Estates Manager. Any permitted exceptions will be confirmed in writing.

## Our service to you...

Northumberland Fire & Rescue aim to provide a high-quality service for all our visitors. If you feel that we are falling short of these high standards, please let us know.

33. We recognise that things can go wrong and that we can only put things right if customers comment. We treat every complaint and compliment as an opportunity to develop our service.
34. We will deal with any comments about our service informally and quickly.
35. You have the right to complain formally if you are not satisfied with the service you have received.
36. We will investigate your complaint fully and you will receive an acknowledgement within 5 working days and a full reply or progress update within 25 working days of us receiving your complaint.

If you wish to make a complaint, please contact reception.

