



**CONQUEST
CENTRE**

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Conquest Centre

Visitor Policy

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Animals • Wellbeing • Nature • Connection

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VISITOR POLICY

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VISITOR POLICY

1. Policy Statement

The purpose of this policy and its associated procedures is to contribute towards the safeguarding of all children, clients, volunteers and staff when they are on our site. The ultimate aim is to ensure that Conquest Centre is an environment where everyone is safe and free from harm. The key objectives of this policy is to have in place a clear protocol and procedure for the admittance of external visitors to Conquest Centre which is understood by all staff, trustees, visitors and parents/carers and conforms to child protection guidelines and prevents unsuitable people from working with or accessing children and young persons.

2. Data Protection

Conquest Centre supports the objectives of the General Data Protection Regulation (GDPR) and the Data Protection Act 2018 and other legislation relating to Data Processing, including the Human Rights Act 1998, Regulation of Investigatory Powers Act 2000 and the Freedom of Information Act 2000. Conquest Centre has a statutory obligation to process personal data in accordance with the provisions of the General Data Protection Regulation (GDPR) and the Data Protection Act 2018.

Every member of Conquest Centre has an obligation to ensure that the information they process (use) is collected, maintained and disclosed in accordance with the General Data Protection Regulation (GDPR) and the Data Protection Act 2018 and the Conquest Centre Data Protection Policy.

3. Disclosure of Information

Any use or disclosure of information held within Conquest Centre, without there being a legitimate purpose or legal basis, will be classed as unauthorised and is a criminal offence under Section 55 of the Act Right of Access (Subject Access Requests)

4. Conquest Centre Visitor Procedure

Conquest Centre welcome visitors during the Centres operating hours, termtime only. Although pre-arranged visits are recommended for tours or meetings with staff members. Formal visitors representing the Local Authority, businesses, contractors, outside agencies etc are required to present formal identification.

- All visitors are to report to reception and are required to sign in on the tablet.
- All visitors must state the purpose of their visit and who has invited them or who they wish to see. They should be ready to produce formal identification.
- All visitors are shown a copy of the Visitor Information Poster detailing information about emergency evacuations procedures and protocol.
- All visitors are given a visitor lanyard which they are required to wear for the duration of their visit.
- On departing, visitors leave via reception, sign out on the tablet, and hand their lanyard back in.

5. Unknown/Uninvited Visitors to Conquest Centre

Any visitor to Conquest Centre who is not wearing a staff or volunteer identity badge maybe challenged politely to enquire who they are and their business on site. Only accompanied visitors may enter the indoor arena. Any person unknown to staff, found without their host, should be asked if they require assistance and either directed accordingly, escorted to the reception or invited to leave Conquest Centre's premises.

If you have any problems with the behaviour of visitors, unauthorised persons or dogs at Conquest Centre or in the grounds, contact the Centre Manager and/or report the visitor to the reception immediately. In the event that the visitor refuses to comply, they will be asked to leave the site immediately. The Centre Manager will consider the situation and decide if it is necessary to inform the police.

6. Dogs

Please note that only dogs which fall within the following 3 categories, are permitted on site at Conquest Centre:

- **CONQUEST CENTRE DOGS**
Dogs which have been approved by the Centre Manager, for involvement in Conquest Centre client sessions.
- **CONQUEST CENTRE STAFF DOGS**
Pet dogs that have been brought on site by a member of Conquest Centre staff (the pet owner) for ease of pet management during the day; cannot be involved in Conquest Centre client session(s).
- **THERAPY AND ASSISTANCE DOGS**
Highly trained dogs brought on site by their owner, to support their owner in a variety of ways; can be involved in their owner's session(s) only.
- **CONQUEST CENTRE STAFF THERAPY DOGS**
Conquest Centre staff owned PAWS certified or PAWS in training dogs who have been assessed and / or certified by PAWS; can be involved in Conquest Centre client session(s) with their handler with the approval of the Centre Manager.

IMPORTANT:

No other dogs are permitted on site and must remain in the owners' vehicle(s) if brought.

All permitted dogs (groups 1, 2, 3, 4) must be kept on a lead at all times, includes fields, with the following exception:

- Indoor Arena(s): where 'off lead' work is permitted for the following groups:
Groups 1 & 3 & 4: Within Conquest Centre client sessions, led by a mentor.
Groups 1 & 2 & 4: When the arena is free from client sessions.

Conquest Centre reserves the right to ban any dog should it be deemed appropriate.

7. Deliveries

If any deliveries are to be made, the driver must first report to the main office. The person who ordered the goods, or a colleague, must supervise the unloading of supplies and ensure the driver leaves the premises. Deliveries that cannot be unpacked and put away appropriately must never be left in an unsafe place where they may cause a hazard.

8. Contractors

Contractors on our premises will have been instructed on our Health & Safety procedures (e.g. what to do in the event of a fire) before starting work. The Centre will also have consulted with them to ensure that we understand any hazards or risks that their work may pose for themselves, staff or members of the public. If you see any contractor behaving in a way that may pose a risk to health, buildings, animals or fire you are to contact the Centre Manager or the reception immediately.

9. Policy Review

The Centre Manager is responsible for monitoring and reviewing this policy. This policy will be reviewed annually. In addition, changes to legislation, national guidance, codes of practice or government advice may trigger interim reviews.

Appendix A

Visitor Information

Welcome to Conquest Centre. The well-being and safety of our clients, volunteers and staff is our highest priority. Please take a couple of minutes to read this information to familiarize yourself with our emergency procedures and protocol.

Sign in / out

Please come into reception and sign in and out using the tablet arrival and departure. Please also collect and return your visitor lanyard from reception.

Onsite

Conquest staff wear a branded uniform and lanyards, and volunteers wear a volunteer lanyard, if you need any help staff and volunteers will be happy to assist.

Please do not enter animal enclosures without a member of staff.

Please remain within Conquest Centre boundaries do not go through closed gates to access the fields.

Dogs

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- Conquest Centre staff owned PAWS certified or PAWS in training dogs who have been assessed and / or certified by PAWS; can be involved in Conquest Centre client session(s) with their handler with the approval of the Centre Manager.

IMPORTANT: No other dogs are permitted on site and must remain in the owners' vehicle(s) if brought.

Mobile phones /cameras

Please refrain from taking pictures on site without authorisation.

Emergency evacuation

Should the need arise to evacuate during your visit fire, fire, fire will be heard. The following actions must be taken:

- Report immediately to the fire assembly area which is in the play park.
- Do not collect personal belongings
- Follow any instructions given by fire officers or staff members team.

Smoking

This is a no smoking or vaping site.

First aid

Conquest Centre staff are fully trained first aiders, please find a member of staff if you need access to first aid equipment.

Safeguarding

If on your visit you have any safeguarding concerns, please contact the Designated Safeguarding Lead or Deputy, please note all information shared at Conquest Centre must be treated as confidential.

Feedback and Donations

Conquest Centre depends on donations and feedback from kind supporters to continue with and improve its work, donations can be given to reception or placed in various collection pots around the site.