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;

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.

Source URL:http://thepiratescastle.org/tcs-policies

Links
[1] http://thepiratescastle.org/sites/default/files/uploads/Booking%2520terms%2520and%2520conditions%2520Aug%252020.pdf [2] https://form.jotform.com/PirateCastle/VenueHireAgreement [3] http://form.jotform.com/PirateCastle/consent-form-individual [4] http://thepiratescastle.org/sites/default/files/uploads/Pirate%2520Castle%2520-%2520Data%2520Privacy%2520Notice_V1_2023.pdf%23 [5] http://thepiratescastle.org/sites/default/files/uploads/Health%2520and%2520Safety%2520Policy%2520-%2520April%25202024.pdf [6] http://thepiratescastle.org/sites/default/files/uploads/Sept%25202024_Safeguarding%2520Policy_Final.pdf [7] http://thepiratescastle.org/sites/default/files/uploads/Equal%2520Opportunities%2520Policy%2520April%25202024.pdf [8] http://thepiratescastle.org/sites/default/files/uploads/Pirate%2520Castle%2520Anti%2520Bribery%2520Corruption%2520and%2520Fraud%2520Policy_Sept%252024.pdf [9] http://thepiratescastle.org/sites/default/files/uploads/Pirate%2520Castle%2520Whistleblowing%2520Policy_Sept%25202024.pdf [10] http://thepiratescastle.org/sites/default/files/uploads/2022%2520Complaints%2520Procedure.pdf [11] http://thepiratescastle.org/sites/default/files/uploads/2024%2520Paddlesports%2520risk%2520assessment%2520FINAL.pdf