



Check In and Check Out

Thank you for booking our centre and hope you have a great residential adventure.

Our volunteers help us to run the centre and they will be there to check you in and to check you out.

Our rota will be based on the times you have put on your booking form.

IF YOU NEED TO CHANGE THE TIME OF CHECK IN OR CHECK OUT, WE NEED TO HAVE AT LEAST 2 WEEKS NOTICE TO ENSURE WE CAN MEET THE NEW ARRANGEMENTS WITH OUR VOLUNTEERS

At **check in** our volunteers will:

- Go through key instructions and safety measures that include fire safety, security and risk assessment.
- Show you how the key parts of the centre work. Heating and other key equipment
- Answer any questions you have.
- Show you our facilities are i.e. Souvenir shop. Indoor and outdoor games equipment etc

At **check out** our volunteer will:

- Check that you have had a successful residential at Shirdley Hill Centre
- Ask if there have been any problems so we can ensure we address them ASAP
- Check that the kitchen is clean and in order for our next booking, as you would expect to find it.
- Ensure the centre is left clean and tidy for our next booking, refer to cleaning arrangements.
- If you have booked cleaner please refer to cleaning arrangements
- They will ensure the centre is locked and secure once you leave.

Key items you need to bring for your residential stay

- Tea towels
- A couple of handtowels for the bathrooms
- Toilet Rolls
- Cleaning materials i.e. washing up liquid, surface (non anti Bac) cleaner, Toilet cleaner. If you have not booked the cleaner floor and bathroom cleaner.