

BOOKING PROCEDURES

1. Making a booking

- Check if the equipment is available on the dates the group has asked for
- Check the time slots booking sheet to see if there are any available collection or return slots
- Agree collection and return times with the group
- Make the booking on the database
- Enter the group name and booking ID on the time slots booking sheet
- Send confirmation email, with collection slot details included

2. Amending or cancelling a booking

- If a group wishes to amend or cancel their booking, remember to make changes on the time slots booking sheet as appropriate, as well as in the database

COLLECTION OF EQUIPMENT

1. Prior to the group's collection time, the **Equipment worker** will:

- Wash/sanitise their hands
- Get all the equipment out and check it out in the database.
- Put equipment in the designated area (with table) in the print room
- Print out the equipment hire forms
- Write the return time slot on the group's copy of the form

2. When the group arrives, they will ring the intercom/doorbell outside the front door to let us know they are here

- If there is another group still collecting their equipment, we ask the group to wait outside.
- Once there is no other group inside and it's safe to do so, follow procedures below:

3. **Front desk worker** will talk to the group via the intercom

- Check who it is, and that they have arrived at the right time for their equipment collection/return
- If they are looking for BUCFP, tell them to ring BUCFP's bell

4. **Front desk worker** sanitises their hands, puts on their mask and unlocks the front door.

5. **Front desk worker** will show groups to the sanitation station in the lobby, asking them to:

- Sanitise their hands
- Put on a mask
- Fill in a sign-in slip and give it to the **Equipment worker**
- Then come into the Centre

6. Groups are ushered straight through into the print room to the **Equipment desk**.

- Make sure the print room door is open unless the weather makes this impossible
- **Equipment worker** sits behind the desk, with a screen between the worker and the group

7. Do the deposit and any upfront payments

- We will prefer contactless card payments for deposits, but will accept cash and cheques
- Process the deposit and write it on to the hire form, along with your initials and the date
- Sanitise hands again after handling cash
- Also record the deposit in the database as you normally would

8. Do the hire form

- Explain to the group that we have checked each item of equipment already before they arrived in order to minimise the time they spend in the Centre. They will be signing that they are taking each bit of equipment that is listed in the form (emphasise this because usually people watch us checking off each item)
- Give the group a clean pen with which to sign the hire form, then ask them to put the used pen into the 'used pens' box.

<p>9. Show groups how to use the equipment if requested</p> <ul style="list-style-type: none"> • Try to stay 2m away or behind the screen to do this. • If you need to be closer than 2m, put on a mask.
<p>10. Things to tell the group before they leave</p> <ul style="list-style-type: none"> • Explain that when they return the equipment, they will be required to follow the same one way system, and the same basic safety procedures • Emphasise to them their return time slot! • If they have used one of our fabric masks, ask them to put it in the bucket at the print room door when they have taken all their equipment
<p>11. Direct the group out of the print room door</p> <ul style="list-style-type: none"> • If they need to come back again because they cannot carry everything in one trip, tell them to come straight to the print room door.
<p>12. Note the time the person left the Centre on their sign-in slip</p> <ul style="list-style-type: none"> • File the slip in the Test & Trace folder
<p>13. Wash your hands and clean the equipment collection table before starting your next task</p>
<p>RETURN OF EQUIPMENT</p>
<p>1. Prior to the group's return time, the Equipment worker will:</p> <ul style="list-style-type: none"> • Wash/sanitise hands • Get out any cash/cheque deposits that need to be returned and have them ready in the cash box at the Equipment desk • Get out the equipment hire form • Check if the group still needs to pay the hire fee. If yes, have the invoice open on the computer • Have an idea of how much equipment will be coming back and whether it is likely the group will need to go back and forth to a car
<p>2. When the group arrives, they will ring the intercom/doorbell outside the front door to let us know they are here</p> <ul style="list-style-type: none"> • If there is another group still returning their equipment, we ask the group to wait outside. • Once there is no other group inside and it's safe to do so, follow procedures below:
<p>3. Front desk worker will talk to the group via the intercom</p> <ul style="list-style-type: none"> • Check who it is, and that they have arrived at the right time for their equipment collection/return • If they are looking for BUCFP, tell them to ring BUCFP's bell
<p>4. Front desk worker sanitises their hands, puts on their mask and unlocks the front door.</p>
<p>5. Front desk worker will show groups to the sanitation station in the lobby, asking them to put down the equipment they are carrying and:</p> <ul style="list-style-type: none"> • Sanitise their hands • Put on a mask • Fill in a sign-in slip and give it to the Equipment worker • Then pick up the equipment again and come into the Centre
<p>6. Groups are ushered straight through to the print room and shown where to put their equipment.</p> <ul style="list-style-type: none"> • If groups have more equipment to pick up from a car, Equipment worker will send them out the print room door and allow them back in the print room door (as many times as is necessary).
<p>7. Check the equipment back in</p> <ul style="list-style-type: none"> • Using the equipment hire form you have already printed out, tick back in each item of equipment. • Re-sanitise your hands directly after touching all the equipment, and before returning to the desk to do the paperwork and payments.
<p>8. Return the deposit and process any outstanding payments</p> <ul style="list-style-type: none"> • Sanitise hands again after handling cash • If the pin keypad has been used, clean it before the next person arrives
<p>9. Direct the group to leave via the print room door</p> <ul style="list-style-type: none"> • If they have used one of our fabric masks, ask them to put it in the bucket at the print room door

10. Note the time the person left the Centre on their sign-in slip

- File the slip in the Test & Trace folder

11. Check the equipment back in on the database, from the paper version you have done

12. Clean the returned equipment and put it away

- If there is not time to clean everything before the next group arrives, prioritise clearing the equipment return area – move equipment that has not yet been cleaned to the equipment cleaning area

13. Wash your hands and clean the equipment collection table before starting your next task

END OF Day

1. Clean the pens in the used pens box and return them to the clean pens box

2. Wash the masks in the used masks bucket and hang up to dry

3. Clean and put away any outstanding equipment in the equipment cleaning area