



# **Users' Meeting**

## **24 October 2019** at 7 p.m.

**In attendance :** Alasdair Swan Brian Allen....BSC  
Sam Christopherson; Veronika Horniakora...C2C  
Kirsty Parkin;Angela Robinson;Keith Henderson...DSLSC  
Ellen Spinner

### **Objectives of Users' Meetings:**

1. To enable BSC to communicate matters of importance to its users;
2. To allow users to communicate matters that may improve their use or enjoyment of the Surf Centre;
3. To discuss together any ideas for future development of the Surf Centre.

Frequency of Users' Meetings –

- Twice annually, or as required –
- Once before the summer season – in March
- Once before the winter season – in October

### **Construction update:**

- The main building is now open for business.
- There are snagging issues to deal with and these are being addressed with the contractor.
- There is still some uncertainty as to when the showers will be finally finished.

*The Audio Visual equipment can now be operated from most devices (Apple & PC & smart phones) and also via HDMI cable*

### **Charitable objectives:**

Belhaven Surf Centre Ltd has charitable status and everyone needs to be aware of the value that this status brings. These charitable objectives are therefore paramount to the operation of the Surf Centre.

1. Provision of recreational, sporting and leisure time activities;
2. Advancement of public participation in sport;
3. Advancement of education, environmental protection and improvement;
4. Saving of lives.

### **Booking process:**

Board Room/Education Room:

- Enquiry is made to [info@belhavensurfcentre.org](mailto:info@belhavensurfcentre.org)
- For first time bookings account opening details are required.
- An invoice is then sent out detailing the date of the booking(s)
- The booking is confirmed on receipt of payment.

Changing rooms:

- There is no charge for the use of the changing rooms during office hours but access will only be granted subject to the BSC policy on this subject.
- The timing of access to the changing rooms will be operated by Coast-to-Coast with enquiries made through [info@belhavensurfcentre.org](mailto:info@belhavensurfcentre.org)

### **OFFICE OPENING HOURS**

**(OFFICE CLOSED ONE WEEK: 28.10.19 TO 3.11.19)**

**The office will be kept open during the winter but on reduced hours which will be published on the [belhavensurfcentre.org](http://belhavensurfcentre.org) website**

<b>November :</b>	<b>Sat/Sun</b>	<b>9.30am – 5.30pm</b>
	<b>Mon-Thu</b>	<b>1.00pm – 4.00pm</b>
	<b>Fri</b>	<b>Closed</b>

<b>December:</b>	<b>Sat/Sun</b>	<b>9.30am – 5.30pm</b>
	<b>Mon-Wed</b>	<b>12noon – 5.00pm</b>
	<b>Thu/Fri</b>	<b>Closed</b>

<b>Statutory Holidays:</b>	<b>Closed</b>
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<b>January:</b>	<b>Sat – Wed</b>	<b>12noon – 5.00pm</b>
	<b>Thu/Fri</b>	<b>Closed</b>

<b>February:</b>	<b>Closed</b>
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<b>March :</b>	<b>Sat/Sun</b>	<b>9.30am – 5.30pm</b>
	<b>Mon-Thu</b>	<b>12noon – 5.00pm</b>

*There was a discussion on the importance of all organisations being as organised as possible in order to get dates into the diary so that they do not feel frustrated when the facilities are not available.*

*It is also going to be necessary to tell customers to arrive on time to catch the changing room booking slots and to be sensitive to the need to vacate the changing rooms as soon as possible to allow others to use them*

### **Access policy :**

BSC will allow as many groups in the community to have access to the Surf Centre, provided that:

1. access does not compromise the charitable objectives of BSC;
2. access is not in breach of BSC's lease with East Lothian Council;
3. access does not create a nuisance for the neighbours of BSC;
4. access does not put young or vulnerable people at risk;
5. access does not conflict with the activities of the core tenants or booked customers;
6. access is compatible (particularly in relation to noise) with other activities in the building;
7. access would not create a safety risk;
8. access would not create a security risk.

The delivery of the access policy is being undertaken by Coast-to-Coast.

*Users are encouraged to ask their customers to change inside as if they were outside (perhaps with the use of dry robes). Access will be controlled during booked slots to avoid random strangers passing outside of the changing room doors. It was suggested that two approved members of staff should police the hall outside the changing rooms while they are in use. Signage will be put up in the changing rooms..(Please knock before entering; The door can open while you are changing)*

### **Pricing policy -**

The memorandum of Agreement between BSC and East Lothian Council requires the publication of a tariff for ad hoc room hire and facility hire for those users not wishing to enter into an annual rental commitment. Only Coast-to-Coast Surf School Ltd and the Wave Project have entered into annual rental commitments. All other users pay on a usage basis according to the tariff.

There is an additional commitment that the tariff prices are not expected to exceed those published for Local Council facilities of equivalent nature. As far as has been possible for BSC, prices have been set on this basis.

Warm showers are available if required on a pay-as-you-go scheme.

Prices are published on the Belhaven Surf Centre web-site.

## Room Rental

Belhaven Surf Centre has two rooms to rent to the community

### Education Room

1hr + Room hire	£15.00
4hr + Room hire	£12.50
8hr + Room hire	£10.00

### Board Room

1hr + Room hire	£15.00
4hr + Room hire	£12.50
8hr + Room hire	£10.00

Advanced payment only.

Hire rates are per hour and discounts only apply at booking.

30min sessions can be booked at half the hourly price

There is a minimum booking time of 1 hour

All room hires are subject to BSC policies on access, safety and security.

**Book at: [info@belhavensurfcentre.org](mailto:info@belhavensurfcentre.org)**

*DSLSC referred to early discussions when it was discussed that the Club might have free use of the building. The building actually cost far more than was envisaged in those days and has been built only after BSC received interest free, unsecured personal loans. In fairness to those who have put up these loans BSC has adhered to the commitment it made to East Lothian Council and is charging everyone on a usage basis in accordance with the tariff rate unless the users are paying an annual rental.*

*It was agreed that this matter would be taken off line between Kirsty Parkin and Alasdair Swan.*

### **Security policy :**

The building is subject to alarm systems and CCTV.

The intention is to keep the building locked and access controlled because of:

- the need to protect young and vulnerable children;
- the sensitivity of confidential Wave Project information;
- the value of the assets in the building.

The operation of the security for and the granting of access to the building will be undertaken by Coast-to-Coast during normal working hours.

Security arrangements outside of normal working hours need to be agreed with BSC at the time of booking.

If you have any comments or enquiries regarding this policy or its management please send them to [info@belhavensurfcentre.org](mailto:info@belhavensurfcentre.org)

**Safety policy:**

1. Never run in the building and remain aware that water can make floors slippery.
2. Do not leave anything behind you. Please leave the building as you found it. Anything left behind you can be a hazard to the next person using the building.
3. Do not smoke on the premises.
4. If you notice any hazard or near miss please report it to Coast-to-Coast who will take any immediate action necessary on behalf of BSC.
5. If you have any comments or enquiries regarding this policy or it's management please send them to [info@belhavensurfcentre.org](mailto:info@belhavensurfcentre.org)

*When a new user wishes to engage in a new activity BSC will check their qualifications and insurance to protect those taking part in these activities.*

**Any other competent business:**

Dan Parkin and Sam Christopherson will work on the best solution for the defibrillator which is to be placed outside the building at the front. Action to be taken with the first Responders who will check the equipment on a regular basis.

There will also be the procurement of a safety bag.

There is a safety cupboard now available in the education room.

*The attendees were all thanked for their contributions and the meeting closed at 8.20 pm*