



## Terms and Conditions of Therapy Suite Usage

### 1. Introduction

A Standard Operating Procedure (SOP) is in place to cover all aspects of management and equipment at Ace Enterprise Therapy Suite, Unit 4, Bawnogue Road, Clondalkin Dublin 22. This covers operational aspects of using the unit and is readily available.

### 2. Registration

Any Therapy User (TU) must complete a registration form and fulfil the insurance requirements noted below.

### 3. Booking Process

- Time slots must be booked through the website. Once the TU has selected a time slot/s, the required corresponding payment is made online and access to the facility is permitted.
- Membership must be paid monthly and is €50.00 per month.
- Arrangements will then be made for the TU to collect a key fob from Ace Enterprise along with the appropriate access code. Should the fob be mislaid or not returned to Ace Enterprise a replacement charge of €50 will be levied against the TU concerned.
- The TU will be fully responsible for the facility during the designated period.

### 4. Hygiene and Cleaning

- Each TU is required to “clean as you go”. Ace staff will deep clean depending on the level of usage and the specific needs of equipment.
- Should a TU discover on arrival that a room is not at the required standard of cleanliness they must report any such issues to the Community Manager (see reporting procedures below).
- The rooms will be checked regularly by Ace Enterprise Staff
- A small press containing cleaning materials and limited storage for TU operators is available (entrance is through the kitchenette)

### 5. Waste Management

Ace Enterprise Park will remove all waste from the bins in the Therapy Suite.

### 6. Health and Safety

- First Aid Kit is provided in the therapy suite. A list of emergency contact numbers is prominently displayed.
- Fire evacuation procedures and how to use fire extinguishers will be displayed.
- If the TU is working alone, a risk assessment on lone working must be completed by the TU (example risk assessment template in appendix below).
- Any Accidents / incidents must be recorded on the accident report file and brought to the attention of the Ace Enterprise Park as soon as possible.
- A risk assessment must be developed, and all risks addressed/ mitigated on this specific to the type of food production you are engaged in. This is the sole responsibility of each TU, however a sample risk assessment has been provided in appendix 2 below, which you may use as a template.

- Absolutely no candles, naked flames or incense are allowed in the therapy rooms.

## 7. Insurance

- Each TU must have valid Product and Personal Liability Insurance in place. Public and product liability insurance for €6.5m and Employer Liability for €13m and be able to provide a copy of the Insurance Certificate to Ace Enterprise Park
- Insurance must have a letter of indemnity for Ace Enterprise Park supplied with the Certificate of Insurance or it must be noted on the policy wording.
- Each TU is required to send updated renewed policy for Ace Management to have on file.

## 8. Security

- The building is alarmed and will unlock with your fob on entry to the rooms
- Each TU will be issued with the fob and will be provided with the Alarm Code.
- A record of the Fob number issued to TU will be recorded for safety & security reasons.
- Each TU will need to advise ACE Enterprise Park of their mobile number so that access can be secured through the Access Gate within the Park.
- If any persons are operating in the rooms after 10pm at night must enter the code into the alarm panel at 10pm and every hour on the hour thereafter, as it is set automatically from then on. If this is not done and we incur a “call out” charge after hours from the monitoring company, we will pass this on to the TU.
- Both the security and fire alarm systems will be inspected and maintained regularly.

## 9. Storage Facilities

There is a limited amount of storage in the therapy suite unit. It is the responsibility of each TU that goods and personal equipment are stored correctly and securely. Ace Enterprise Park will not be liable for any loss or damage of equipment or goods in this facility.

## 10. Payment procedures

- All payments must be made online through our payment system.
- Membership is payable monthly and TUs will not have access to book if this has not been paid in advance.

## 11. WC Facilities

Suitable and sufficient facilities are available in the unit.

## 12. Reporting Procedure

- In the event of an emergency, the TU will make direct contact with the relevant authority, contact details for whom are displayed in the unit and are in appendix 1, below .
- In the case of equipment breakdown, the TU must contact the Community Manager/ Facilities Manager at Ace Enterprise Park and they will contact the designated Service Engineer
- If any TU wishes to raise a complaint or concern about issues in the unit, please contact the Community Manager in the first instance. Please take photographs and provide evidence of any issues in your email.

## 13. Cancellation Policy

- Cancellations or amendments of reserved times must be submitted, in writing, to Ace Enterprise Park, at least 72 hours prior to the requested cancellation, to be credited the full amount of the cancelled times.

- If the TU submits a written cancellation within 48 hours' notice, they will be credited half of the amount of the cancelled times. Cancellations received with less than 48 hours' notice will not receive credit for hours lost, unless cancellation is due to an illness. The TU is only allowed 3 cancellation credits due to illness during their membership period.

#### 14. The Therapist and the Therapist Services

- Therapists are neither our employees nor our agents or representatives
- Ace Enterprise makes no representation or warranty whatsoever as to the willingness or ability of a therapist to provide care or advice
- We do not control the quality of therapy services
- We do not in any way provide any reference or endorsement whatsoever of any Therapist, his or her competency or the efficiency of his or her Therapist Services
- We do not guarantee that any Therapist is qualified to provide any specific service nor whether a therapist is categorised correctly or matched correctly to you.
- We make no representation or warranty whatsoever as to whether you will find the Therapist Services relevant, useful, correct, satisfactory or suitable to your needs.
- We are not involved in any way with the actual substance of that relationship or any part of the Therapist Services (whether provided through the website or not) and we do not validate and are in no way involved in any of the Therapist Services.

*This is Version 2 of Terms and Conditions of Therapy Unit, correct as of 10<sup>th</sup> January 2024.*

*For any further information about any of the items in this document, please contact the Community Manager.*

## Appendices

### 1. Emergency and key contact details (also on display in therapy unit)

#### (a) What is an emergency?

An Emergency is an incident or occurrence on site that can cause risk to life or significant risk to property. Some examples are;

- Fire – if an alarm is activated facilities manager must be informed
- Flood or burst pipes
- Being locked in or out

In the event of any of the above, please contact the facilities manager after the relevant emergency services.

#### (b) Emergency Contacts:

24/07 Support/ Security Emergency 086-8369355

Monitoring (ReSure) - Alarms 01 691 7100

Clondalkin Garda Station: 01 666 7600

Gate: 086 042 5011

Fire Station (Tallaght): 01 222 4000

Emergency number: 999/112

#### (c) Ace Staff contacts

**Ace Staff are only available on weekends or bank holidays in case of emergencies i.e. fire, flood, etc.**

#### **Community Manager:**

**Karen Smith**

Mobile:

086 776 5741

Email:

[karen@acepark.ie](mailto:karen@acepark.ie)

When to contact:

Contact Karen with any queries, bookings, social media/ marketing requests or information, moving into units etc. If you are in doubt about whom to contact, Karen is a good first option!

#### **Facilities Manager:**

**Mick Gaffney**

Mobile:

083 109 7035

Email:

[mick@acepark.ie](mailto:mick@acepark.ie)

When to contact:

Contact Mick with any facilities, alarms, buildings, doors, security queries, or notify of any alarm activations



## 2. Sample Risk Assessment\*

\*Each TU is required to complete their own risk assessment and have on hand when they or their employees are using the unit. **You the TU are liable for identifying and mitigating these risks and having sufficient insurance.**

Hazard	Group potentially affected	Risk	Procedure	Person(s) responsible	Noted by staff (initial)
Kettle	All users	Burns	Ensure that the machine is used safely and correctly	All operators	
Fire					
Specialist equipment	...				