



We at High Rise are pleased to provide this facility and whilst we have attempted to make it as safe as possible, accidents can occasionally happen. We cannot therefore accept responsibility for injury or damage to guests or their clothing whilst using the Sensory and Quiet rooms. Adult supervision is essential.

-  Sensory Room sessions are 1 hour in duration.
-  The Sensory Room will be available to more than one guest at a time, unless it is booked for exclusive use. High Rise will endeavour to accommodate the needs of all guests however this may not always be possible - for example, preferences for different light colours or music. All needs should be discussed with our Sensory Co-ordinator, or another member of staff.
-  The maximum capacity of the Sensory Room will vary depending on the individual needs of the guests.
-  The Sensory Room environment is designed to be relaxing or stimulatory depending on individual needs. Everyone should respect this in their use of the room by appreciating the needs of other guests - for example a quiet space. As a result, it may not be possible for guests with very different needs to use the room at the same time.
-  All guests under the age of 18 must be accompanied by a supervising adult at all times. High Rise staff monitor the Sensory and quiet rooms, however they do not take responsibility for the supervision of guests. The Sensory Co-ordinator can assist in supporting guests to have the best experience within the room.
-  It is the supervising adult's responsibility to familiarise themselves with the instructions given to operate the various Sensory and Quiet room controls. If they need assistance, a staff member will be happy to help. Please respect the equipment. The rooms should be left as they are found to ensure that all subsequent guests can enjoy a positive experience.
-  A mobile hoist is available for guests who require this facility to help them get best use of the Sensory Room. It is the responsibility of the supervising adult to bring the necessary equipment and sling to facilitate use of this equipment and to operate the mobile hoist.
-  Guests and/or their supervising adult must complete a questionnaire ahead of their visit providing details of their needs so that the Sensory Co-ordinator can prepare and assist in delivering a positive experience.
-  Shoes are not permitted in the Sensory and Quiet Rooms and should be stored in the buckets outside.
-  Socks must be worn at all times. In the event that someone arrives without socks, they can be purchased at reception.
-  No food, drink or chewing gum is allowed in the Sensory and Quiet Rooms at any time.

HIGH RISE
TERMS OF USE
SENSORY AND QUIET ROOM



-  The Quiet Room is designed to be a quiet and relaxing environment. Everyone who enters the room should respect this and be as quiet as possible.

-  Should a guest need to spend time in the Quiet Room before or after the Sensory Room, a 15 minute slot may be allocated.

-  The Quiet Room is designed for individual use or one small group that has arrived together. It may also be accessed for a short period of respite for a guest of other facilities within High Rise who has become overwhelmed and needs a space to 'switch off'.

-  No food or drink may be brought into High Rise as the café sells a full range of snacks, hot meals and baby food.

-  Any spillages should be reported to a member of staff immediately.

-  Accidents including toileting accidents should be reported to a member of staff immediately to ensure the best possible assistance is provided. All non-toileting accidents will be logged in the accident report book.

-  Changing of clothes and personal cleaning must be carried out in the Changing Places Room on the ground floor.

-  Anyone who is unwell should not enter High Rise.

-  For data protection purposes, if an adult supervisor is taking a photograph of the child or adult in their care they must take every measure to ensure that no other child or adult can be identified in the photograph.

-  Smoking or vaping is not permitted inside High Rise.

-  High Rise has zero tolerance for abuse or bullying of any type. If any behavioural issues are experienced, this should be reported to staff immediately.

-  High Rise reserves the right to refuse entry, or ask any persons to leave in the interests of safety for all guests.