

ESSENTIAL INFORMATION FOR VISITORS TO ANGELS HENDON

We are delighted to welcome you to Angels and look forward to working with you. Please read this document carefully as it contains information that is both essential (from a health & safety and fire safety perspective) and useful to you during your time with us.

If you have any queries at all, please speak to us. If you find that something is not working for you please let us know and we will try and find a workable solution.

[H&S information](#)

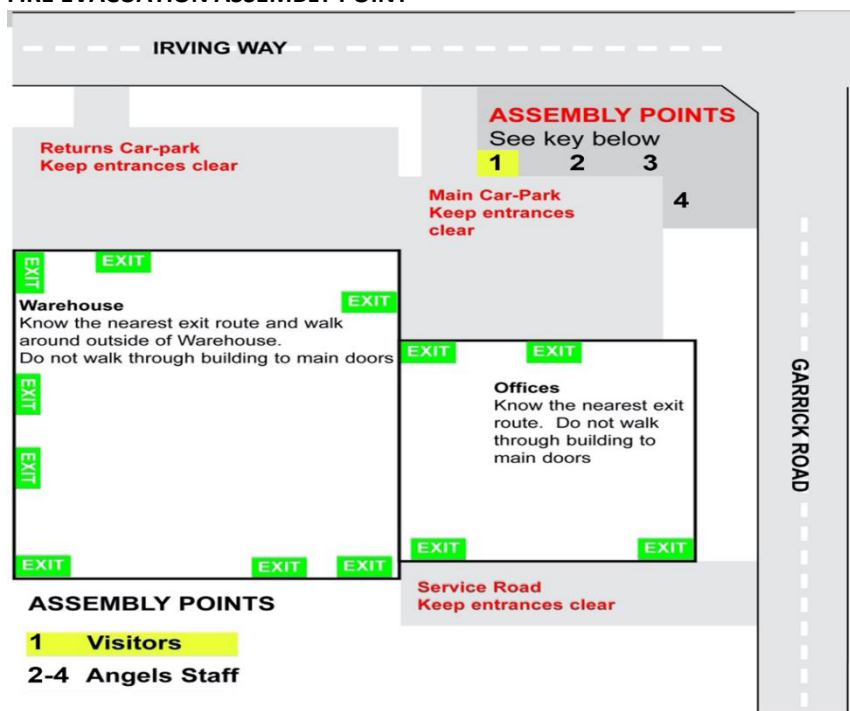
Covid-19 Protocols

Angels has important Covid-19 Protocols in place that may have changed since your last visit to us. Please see attached the most recent document that details this.

Fire Evacuation

In the event of a fire alarm activation, **you must evacuate the building immediately and go straight to Assembly Point 1** in the main car park (see map below). Do not use the lifts. The alarms are tested weekly but will be prefixed by a tannoy announcement telling you that there is no need to evacuate. If the alarm goes on for more than a few seconds and you have not heard a tannoy announcement you must leave the building by the nearest available exit. All fire exits and escape routes are clearly sign-posted throughout the building – make your way to a corridor and look up towards the ceiling to see the nearest directional green fire exit signs.

FIRE EVACUATION ASSEMBLY POINT



First Aid

Angels has qualified first aiders able to assist you in the event of illness whilst you are with us, or in an emergency. Please call Reception in the first instance (**pick up any phone and dial 0**) who will be able to direct help to you asap. They will also be able to call an ambulance (or any other emergency service) if required. If you have an accident of any description (whether you need First Aid or not) you need to tell us – again by calling Reception.

Equipment

Please do not use any Angels equipment unless you are competent to do so or are confident in how to use it. This includes but is not limited to ladders, mobile costume rails, steamers, etc.

Spillages/Trip & Slip Hazards

If you spill something on the floor, or come across a spillage please don't ignore and walk past it, call Reception and they can arrange for it be cleaned up quickly.

Site information

Opening Hours

Angels standard hours are from 9.00 am to 5.30pm Monday to Friday and our Reception desk is manned during these times.

All visitors must sign in with Reception when they arrive and sign out when they leave (you must not leave the building through the Returns/Dispatch Department).

- For customers with space in the warehouse and/or an office, access is permitted from 09.00am to 5.30pm.
- For customers making an appointment to see a costumier, access is permitted from 10.am to 5.30pm.
- For customers with offices, access is permitted to the offices (only) from 08.00am to 6.30pm.
- If access is required outside of these times, please speak to us with as much notice as possible.

Smoking

Is not permitted anywhere in the building. If you wish to smoke you will need to go outside of the building.

Toilets

Are available throughout the building. In the office building, they are on the ground floor just before the entrance to the warehouse (where there is also an accessible toilet) and the first floor; inside the warehouse, they are on the ground floor.

Car Park

The car park at the front of the building is available for customer to use when visiting us. Please note that users of the car park do so at their own risk. Angels will not accept responsibility for any damage, accident or loss. Please follow the one-way system and if possible, reverse park.

Costume trucks may not unload in the front car park – they will be directed to the rear car park/loading bay.

In The Warehouse

Stock

1. No stock can be removed from the warehouse unless it is booked out by an Angels costumier.
2. Stock can only be taken/collected via Returns/Dispatch Department – unless attended by an Angels costumier (as with cash sales).
3. Stock can only be returned via Returns Department – it should never be brought back into the warehouse directly or given to a costumier.
4. Stock cannot be transferred between the warehouse and office building directly – it needs to be booked out by an Angels costumier, dispatched and returned via Returns/Dispatch Department.
5. If stock is required in designer offices, it should be booked out by an Angels costumiers, dispatched and returned via Returns/Dispatch Department.
6. No stock should be removed from mobile rails belonging to other shows/productions
7. Customers cannot restock themselves, they must identify 'dead' stock to us so that we can get it put away

Moving Rails

Portable rails should not be overloaded and should only be moved by two people – one at each end.

Food & Drink

Please do not take any food or drink into the warehouse or into the workrooms, apart from water in small bottles or containers. Water coolers/dispensers are provided around the building.

If you have an Office

1. Key cards are issued by Lauren Maddock to named individuals. If they get lost a replacement fee of £20 will be charged per key
2. Reception must be advised who will be attending daily 24 hours in advance. Monday's list should be received by Angels before 4.30pm on the Friday before.
3. Two desks and chairs are provided in each office. It is unlikely that we will be able to supplement that.
4. Toasters, microwaves, cookers and cooking equipment of any kind are NOT permitted. We have extremely sensitive smoke alarms throughout the building.
5. A kettle and small fridge are permitted. No other electrical equipment may be used in the offices other than standard portable office equipment. With the exception of the fridge all electrical appliances must be unplugged every evening.
6. Ironing/sewing etc must take place within the office. Domestic irons only are permitted in the offices. Steamers are not permitted. Speak to us in advance if you need to use a steamer
7. Guest WiFi is available and Reception can provide the password. We are unable to provide technical support of any kind.
8. The area immediately outside of the offices and the corridor itself is to be kept clear at all times. It cannot be used as additional storage for rails, boxes etc.
9. A copy of the house rules will be displayed on each notice board.
10. Each office has its own heating/air-conditioning controls
11. If the fire alarm sounds (other than for a test), all office users must evacuate the premises following our fire evacuation procedure and make their way to Assembly Point 1 (see back page). If you are somewhere else in the building please don't try and return to your office to collect your bag/coat – you must evacuate immediately.

Bloomers

If you don't have an office, *Bloomers* (on the ground floor opposite Reception) is available for visitors to use as a break-out space for lunch or to have a hot drink. Vending machines (drinks and snacks) are available in Bloomers. There is also a hot drinks machine on the first floor.

Visitors

If you are expecting someone to visit you at Angels, please make sure that you tell Reception in advance so they know who to contact when your visitor arrives. Please also make your visitor aware of the current Covid-19 rules in place.

If you have any queries or concerns please do let us know. We hope you enjoy your visit.

The Angels Team