

HOUSE RULES FOR PRODUCTIONS AT ANGELS

Production:
Production Director: (your contact at Angels)
Costumier:

We are delighted to welcome you to Angels and look forward to working with you.

We have put together a set of guidelines that we require all productions to adhere to in order that we can all work safely together.

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.

Opening Hours

Angels standard hours are from 10.00 am to 5.30pm Monday to Friday and our Reception desk is manned during these times.

For customers with space in the warehouse or offices, access is permitted to the warehouse from 09.00am to 5.30pm - Monday to Friday.

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.

Fittings (Principal & Crowd)

Arrangements for fittings on the premises can be made.

Appointments for fittings and all arrangements are made through the Production Director responsible for your production.

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 costumier, dispatched and returned via Returns/Dispatch Department.
6. No stock can be removed from mobile rails belonging to other shows/productions
7. Customers cannot restock themselves, they must identify 'dead' stock so that we can get it put away
8. Warehouse access times are 9.00 to 5.30pm. Anything outside of this must be agreed in advance with production director.
9. Stock from other Costume Houses, as well as purchases or any other items, can only be brought into Angels if agreed with a Production Director.

Restricted Access

1. Fitting rooms can only be used if they have been booked by a costumier or are part of a space deal.
2. If it has been agreed that the Dye Room and/or Laundry can be used by a production it must be left in the same condition as it was found. An induction must take place prior to use which will be carried out by one of our staff.

Offices

1. Access times are 08.00 am to 6.30pm.
2. Key cards are issued by Lauren Maddock to named individuals. If they get lost a replacement fee of £20 will be charged per key
3. 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.
4. Two desks and chairs are provided in each office. It is unlikely that we will be able to supplement that.
5. Toasters, microwaves, cookers and cooking of any kind are NOT permitted.
6. A kettle and small fridge are permitted as are computers & printers. With the exception of the fridge all electrical appliances must be unplugged every evening.
7. Guest WiFi is available and Reception can provide the password. We are unable to provide technical support of any kind.
8. Ironing/sewing etc must take place within the office. Domestic irons only are permitted in the offices.
9. 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.
10. If the fire alarm sounds all office users must evacuate the premises following our fire evacuation procedure
11. Production PO is required before any occupation can begin.
12. Acceptance of Guidance form indicates that all of these terms are understood and accepted by all users.

This document will be regularly updated and we will alert you to any changes.

Please do speak to us if you are unhappy with anything detailed above, or if anything is unclear. We must all work together to keep each other safe and to enable us to remain able to stay open and work with you.

The Angels Team