

## **Information for Parents**

The Forum Hertfordshire's Under 18s Parties are fully supervised events, where young people can enjoy themselves in a controlled and safe environment. A mixture of music will be played to suit the tastes of young people. The Forum Hertfordshire prides itself on its impeccable operating procedures to ensure the health and safety of young people, at all times.

### **Security**

The Forum Hertfordshire only uses registered SIA Approved Door Supervisors, who will be on hand to assist anyone at all times. The Forum Hertfordshire's Management will also be available to assist and answer any questions.

### **Police Consultation**

We consult regularly with Hertfordshire Police and Welwyn Hatfield Council to discuss operating and planning procedures prior to each Under 18s event.

### **Search Policy**

The Forum Hertfordshire will operate a full search procedure before entry to the venue. This will be conducted by male and female Door Supervisors.

Searches take place primarily for weapons, alcohol, illegal substances & cigarettes. Any of the above found, will be confiscated and the police may be called. Any person or persons refusing to be searched before entry will not be permitted.

All legal issues surrounding searching of Under 18s are strictly adhered to by The Forum Hertfordshire's approved Security Company.

### **Alcohol and Drugs**

The Forum Hertfordshire does not tolerate drugs and alcohol at any Under 18 event. Only soft drinks are available.

If we suspect a young person of being under the influence of alcohol, we will, wherever possible, try to contact parents or guardians to collect their child or children from the front entrance to the venue. If drugs are found, Hertfordshire Police will immediately be notified.

### **Smoking**

The Forum Hertfordshire operates a strict NO SMOKING policy at Under 18 events. Upon entry any cigarettes found will be confiscated. Cigarettes will not be sold at the event.

### **Age Restrictions**

The Forum Hertfordshire's target age group is 13-17 year-olds for the Under 18s events. Any person wishing to gain entry to The Forum Hertfordshire Under 18 events, who looks over this age will be asked to produce ID. We will not permit any person over the age of 17 entry to our Under 18s events other than persons employed by The Forum Hertfordshire and any of its subcontractors / suppliers / Entertainments Team.

### **Behaviour**

Should The Forum Hertfordshire have to ask any person to leave an Under 18s event for inappropriate behaviour or because of refused entry, we will take every possible step to ensure that the venue attempts to supervise such persons until a parent/guardian is telephoned and arrive to collect them. For serious offences, the Police may be called if necessary and offenders will be barred from all future Under 18 events. Physical violence, bullying and fighting will not be tolerated at The Forum Hertfordshire. Anyone who is caught fighting or using violent behaviour will be barred from all future Under 18 events.

### **Bullying /Intimidation /Harassment**

The Forum Hertfordshire requires all persons in the Under 18 events to treat the venue and others with respect at all times. We operate a strict anti-bullying policy, therefore if we discover any persons intimidating others or using inappropriate language then they will be escorted from the venue.

### **Exit/Closing Policy**

Both The Forum Hertfordshire and Hertfordshire Police prefer and recommend all parents/guardians to collect their child or children at the end of all Under 18 events wherever possible. A quiet and calm

exit is expected from all persons attending Under 18 events. The Forum Hertfordshire Security Staff, wearing branded High Vis Jackets, will be on hand to ensure a smooth collection of children by parents and guardians. Please follow instructions by these staff to ensure the safety of the children and yourselves. We have consulted the Hertfordshire Police to work out the best and safest method of traffic management. **PLEASE ENSURE ALL EMERGENCY EXITS AND ROUTES ARE KEPT FREE OF OBSTRUCTION AT ALL TIMES!**

### **Dress Code**

No hooded tops, caps or hats are allowed to be worn to any Under 18 events. Jeans and trainers are acceptable.

Those wearing any of the above items plus coats will be asked to leave them in the cloak room, by a member of The Forum Hertfordshire staff. Failure to co-operate will result in entry being refused to the venue.

### **Our Staff**

The Forum Hertfordshire only employs polite and friendly staff. Our staff will be around the venue to assist or help young people who may have a problem, or any incident, that they might want to discuss. No matter how small the problem may be, The Forum Hertfordshire staff will always be on hand to assist young people. All our SIA Approved security staff have been vetted through the enhanced CRB check.

### **Re-admission Policy**

The Forum Hertfordshire operates a strict 'no re-admission' policy under any circumstance. This is for the safety and protection of the children at our events. Once you have entered The Forum Hertfordshire, no refunds will be given.

**THE FORUM HERTFORDSHIRE STAFF OR MANAGEMENT RESERVE THE RIGHT TO REFUSE ADMISSION.**

### **Other Important Points**

- Young people will be treated with respect by The Forum Hertfordshire staff at all times, throughout the duration of the event.
- Customer safety and overall welfare is of paramount importance to us at all times.
- The Forum Hertfordshire staff will always act in a professional way at all times.
- The Forum Hertfordshire liaises with parents/guardians to find the balance between what will satisfy the younger generation, and what will allow their children to attend Grounded events.
- Any allegations or concerns brought to our attention at any Under 18 event will be listened to and necessary action taken.

Should any difficulties occur with any young person, our staff will only use physical contact if absolutely necessary and will avoid being alone with that young person at any time.

*By purchasing tickets to The Forum Hertfordshire Under 18 events and entering The Forum Hertfordshire venue, you agree to be bound by the terms and conditions mentioned in this section of our website. We can therefore not be held liable or responsible for anything that we have mentioned in the above section of the website.*