



www.the-zone.org.uk

Rules @ The-Zone!

Our aim is to support local people with autism and their families. As parents and carers of people with autism, we volunteer our time to ensure that this support reaches the local families in North Hampshire and some of the surrounding areas. To help ensure that everyone gets the most from our activities, we would appreciate it if you would read and comply with the following:

What you can expect from The-Zone! Volunteers -

- They will follow The-Zone! policies and procedures and fairly represent the charity.
- They will do all they can to create a safe & welcoming environment for all those attending The-Zone! events.
- They will treat all other volunteers and members with respect. Any physical, emotional, verbal abuse or rudeness towards other volunteers or members will not be tolerated.
- They will maintain confidentiality regarding The-Zone! volunteers, members and its work.
- They will be reliable. They will make it clear when and how they will be available and meet these expectations, or provide as much notice as possible if they cannot.
- They will respond to queries within agreed time limits.
- They will listen to all member concerns and respond appropriately.

In return, we ask that all members -

- Treat all volunteers and members with respect. Any physical, emotional, verbal abuse or rudeness towards volunteers or other members will not be tolerated.
- Treat all property (including the venues we use) with respect and not deliberately damage anything.
- Communicate with The-Zone! volunteers. We ask that you tell us if you have any concerns and respond to our questions or queries within the agreed time limits. This includes ensuring that you pre-book for all events and telling us how and when you will cover the cost (if there is one).
- Supervise and be responsible for their children at all times. As a result, you must do all you can to ensure that your children also follow this code of conduct.
- Pay in advance for events when booking places (for Zone-In! activities it is fine to pay on the day.)

We can accept any of the following:

www.the-zone.org.uk/booking - you can book and pay via the website, using Paypal.

Cheques: made payable to "The-Zone!" and posted with a booking form to The-Zone!, 118 Fernhill Road, Farnborough, GU14 9DR.

Cash: at any of our Zone activities or through the door at the address above.

- Seek committee permission before taking photos at our events. If you prefer not to have your family photographed and their pictures used in our newsletter etc. please let us know.

If a member fails to comply with the above they may be asked to leave the event and may no longer be able to attend activities.

If a member has concerns over the conduct of a volunteer, these should be raised with the Trustees of The-Zone! (Carol Bulman, Sharon Sutcliffe and Karen Smith).

By being a member of The-Zone! you agree to these rules.