



## **SENSORY ROOM PROTOCOL SEASON 2024/25**

---

### **INTRODUCTION**

WHU has put in place an environment which is generally known as a sensory room and which is part of the Clubs on going evolution and policy of inclusivity. The Sensory Room and associated facilities will be available for the use of pre-booked customers throughout the season. These facilities will also be made available to LS185 at events other than WHU fixtures to utilise this facility and maximise its use.

### **ARRIVALS AND TICKETING**

The use of the Sensory Room will be managed by the ticketing department of WHU, and the facilities will be pre-booked through the Accessibility department.

Tickets will be issued prior to the event or arrangements will be made to meet customer on event days.

Customers will be asked to present themselves at turnstile B and tickets will be set to allow entrance at this location.

### **ACCESS ROUTE AND FACILITIES**

Access to the Sensory room will be via Turnstile B and then either via the escalators or the corporate lifts to level 1 and then via the Londoner Blue lounge to the Sensory room. consist of pay-point catering and drinks along with male and female toilet facilities. Accessible toilet facilities are available adjacent to lift 4 which is also the same location as the stadium control room. The stadium control room has a member of the security team outside who will be able to direct customer to this facility.

### **SAFEGUARDING AND ROOM MANAGEMENT**

The operation and security of the Sensory Room and the adjacent viewing room will be the responsibility of the Sensory Room Manager and their staff who will be specially trained and will be familiarised with this protocol and the stadium evacuation messaging and procedures (see below).

## EMERGENCY EVACUATION PROCEDURES

In the event of an evacuation or an incident being investigated within the stadium the Sensory Room Manager and their staff will ensure that customers are escorted from the building. They should follow the directions of the safety and security stewards, but staff should be aware of the nearest safe refuge located by Lift 4 which is the muster location for customers with mobility issues.

It will be incumbent upon the Sensory Room staff to familiarise themselves with the evacuation routes

## ACCIDENTS, ILLNESSES OR INCIDENTS

It will be the responsibility of the Sensory Room Manager to record details of and Accidents or incidents directly relating to the Sensory Room use and report and illnesses that impact on the use of the room (other than those notified at the time of booking) All Health & Safety Matters or near misses will be recorded in the usual way.

## SENSORY ROOM EQUIPMENT

The equipment provided in the Sensory Room is of a specialist nature and should only be operated by staff who have been trained to do so. Staff will always be on hand to offer guidance to customers and should not leave customers to operate the equipment on their own.

The Sensory Room is a WHU facility and must be treated with respect, any defects identified must be reported to Head of ticketing immediately so that remedial works can be actioned as soon as is practicable.

**Reviewed 24.6.24**

