



GUEST AGREEMENT

We hope that you will have a peaceful and restful night at IWNS.

We are here to serve you. We commit ourselves to providing hospitality to you, which includes a cooked evening meal, a warm bed for the night, and breakfast the following morning. If there is anything we can do to make your stay more comfortable, please ask a volunteer and they will try their best to help.

PLEASE ARRIVE AT THE SHELTER AT 7:00pm. A HOT MEAL WILL BE SERVED AT 7:30pm.

Each morning breakfast will be served from 07:00am. You will be asked if you want to register for the following night at a different venue. Your stay, and agreed action plan will be reviewed with you one week from your arrival.

The safety of our guests and volunteers is our primary concern and so we have a Community Code in place which our Guest Co-ordinator will discuss with you.

Anyone who is unable to abide by the Community Code could receive a warning or ban from the shelter. It is not our wish to exclude anyone from the IWNS; however, we will take appropriate action against those who do not respect the rules.

Other important information

1. Fire Safety: On your first night at the IWNS venue, please ask a volunteer to show you around the facilities and please make sure you know where the fire exits and assembly points are located.
2. Valuables: You are responsible for your own property.
3. Movement: Only volunteers are allowed into the kitchen.
4. Money: Volunteers are not permitted to lend, or give out money.

IF YOU ARE WILLING TO AGREE WITH THE ABOVE PLEASE PRINT AND SIGN YOUR NAME BELOW.

Name of guest:	Date:
Signature of guest:	
Booked in by Project Manager:	Review Date:

COMMUNITY CODE

We keep the rules to a minimum, but for everyone's comfort and safety please note the following:

1. No Anti-Social Behaviour or Offensive Language

At Ipswich Winter Night Shelter, the dignity and safety of our guests and volunteers is very important to us.

If there are any doubts about whether a person might be violent, aggressive or disruptive, we will not allow them into the shelter even if a bed has been booked.

2. No Controlled Drugs

As a shelter, we operate a 'no controlled drugs' policy.

Drug usage or possession will result in a permanent ban.

We cannot at any time take responsibility for prescription drugs.

3. No Alcohol

Ipswich Winter Night Shelter is NOT a wet shelter.

You cannot consume alcohol within the shelter or within the immediate locality of the shelter venues.

Drinking within or around the location of the shelter will result in an immediate warning or ban.

4. No Smoking Inside the Church Buildings

Smoking inside the church venues is not permitted. Guests will be able to smoke in the allocated smoking area outside.

5. No Offensive Weapons

Offensive weapons must not be brought into the shelter.

6. You must stay at the shelter if you have booked a bed.

If you leave, other than to smoke in the designated area, then your bed may be offered to somebody else.

If you do not arrive between 7.00pm and 8.00pm your bed may be offered to somebody else.

If you do not arrive at all for a night then you will need to re-book your bed.

7. No Pets

Pets are not allowed and cannot be left outside.