



Welcome to the Hawkhill, home to the Cabinet Office Emergency Planning College.

We hope that your time in this beautiful environment will be stimulating, productive and comfortable. Our job is to help you achieve the objectives of your visit by giving you the best possible professional, administrative and personal support, so please do not hesitate to ask if you need any assistance. Between your commitments do take advantage of the facilities and opportunities for relaxation that are available in Hawkhill and the surrounding area.

We need your help to deliver better training and services. Please tell us if something is wrong, and we shall strive to put it right as soon as possible. In return we ask you to observe the requirements of the EPC customer charter and the statement of equal opportunities, and treat the Hawkhill, its staff and its environment with due respect.

We wish you an enjoyable stay and look forward to your return.



Michael Charlton-Weedy
Chief Executive
Emergency Planning College



EPC's mission is to deliver multi-agency doctrine and training to support UK resilience.

www.epcollege.gov.uk

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A-Z OF FACILITIES AND SERVICES

A **Accessibility**

We aim to provide independent equal access for all our guests and staff. Most public areas are accessible to wheelchairs, please see the College Layout Plan for details. In addition, our lecture theatre is equipped with a loop system for hearing aid users and adjustable furniture for wheelchair users is available in the **Library and Information Centre**. Assistance animals can be accommodated.

B **Bar**

- Located in the Main House
- Open weekdays from 18:00-23:00 and at weekends when applicable
- Sells a range of alcoholic and non-alcoholic drinks
- Cash sales only
- No smoking environment (see **Smoking Policy**).

The adjacent Lounge and Conservatory have wide-screen televisions connected to Sky Digital. Pool and Table Football are available in the Conservatory (small fee payable).

B **Breakfast**

See **Restaurant**.

B **Business Services**

- **Fax machine**– available at the **Main House Reception**, at a charge of 10p per page.
- **Photocopier** – available in the **Library and Information Centre**, at a charge of 5p for A4 and 10p for A3 copies
- **PCs** – available for visitors to use in the **Library and Information Centre**, which also has workstations suitable for laptop users
- **Internet Access** – available in the **Library and Information Centre** (during opening hours) and modem points in study bedrooms.

C **Cash**

Cheques can be cashed, supported by a Banker's card, up to the value of £20 at the **Main House Reception** and up to the value of £50 at the **Bar**. Please make cheques payable to Alfred McAlpine Business Services.

C **Conference Services**

The Emergency Planning College offers its excellent range of training and conference facilities for hire. Our 125-seat lecture theatre, built in an amphitheatre style, offers the full range of audio and visual equipment needed for professional presentations. The 12 complementary

conference suites, for groups ranging from 12 to 100, also offer a range of equipment including integrated AV, overhead projectors, flipcharts and whiteboards.

Please contact our Sales and Conference Co-ordinator, during office hours, on extension 5009 for further details and prices.

Credit/Debit Cards

Unfortunately, the Emergency Planning College is unable to accept payment by credit or debit cards except for the purchase of materials from the **Library and Information Centre**.

Departure Instructions

- **Room access swipe card** – please return to the **Main House Reception** by 09:00 on your last day
- **Luggage** – can be left in the Luggage Store on the ground floor of the Accommodation Block before 09:00
- **Lunch** – a packed lunch may be available if you do not wish to use the **Restaurant**. Please see Delegate Information notice-board, in the Main House corridor, for details
- **Transport** – for some events a free minibus transfer to York station is available. Please see the Delegate Information notice-board for further details
- **Name badges & parking passes** – please return to the Security staff at the barrier.

Dinner

See **Restaurant**.

Emergency Instructions

- **Fire** – instructions are displayed in all rooms and are included in event information packs. Please take the time to familiarise yourself with them
- **Bomb** – report suspicious packages to the **Main House Reception**. In the case of a bomb alert the alarm will be raised via the public address system. Please follow any instructions given regarding evacuation.

College staff will be available to assist visitors with disabilities in the event of an emergency. Refuge areas are available in the Accommodation Block on the first and second floor stairwells in case of difficulties.

Fault and Defect Reporting

Report any faults or defects to the **Main House Reception** as soon as possible, detailing:

- Your name
- Your room number
- The nature and location of the fault or defect.

Fax

See **Business Services**.

First Aid

For assistance please contact the **Main House Reception** in person or by telephone on 0.

Gym

See **Recreational Facilities**.

History of the Hawkhill

Leaflets on the history of the Hawkhill are available from the **Main House Reception** and information is available on the Emergency Planning College website:
www.epcollege.gov.uk/history.

Housekeeping

- Located on the ground floor of the Accommodation Block
- Open 07:30 – 14:00
- If unavailable please contact the **Main House Reception**.

The housekeeping team will be happy to help with any room issues, but please report any faults or defects to the **Main House Reception**.

Internet

See **Business Services**.

Laundry

Washing and ironing facilities are available on the ground floor of the Accommodation Block.

Library and Information Centre

- Located in the Training Centre
- Open 08:30 - 17:00 (extended opening during certain events)
- Wide ranging resources and facilities:
 - books, journals, reports and other materials relating to Emergency Planning
 - a mini-network of 6 PCs with broadband access to the internet
 - study carrels with power connections for personal laptops
 - monitors for viewing the extensive video collection

Local Area Information

The market town of Easingwold is approximately 2 miles away with a selection of banks, small shops, cafes and pub/restaurants. The historic city of York and its attractions are 12 miles away.

Leaflets on many local attractions can be found in the **Bar** and at the **Main House Reception**. Further information can be obtained from York Tourist Information Office on 01904 621756 or via their website www.york-tourism.co.uk.

Lunch

See **Restaurant**.

Luggage

On your day of departure luggage should be left in the Luggage Store on the ground floor of the Accommodation Block before 09:00. When you wish to leave please contact the **Main House Reception** to arrange collection.

Mail

Outgoing mail will be collected at 16:00 from the post box at the **Main House Reception** (stamps can be purchased here). Any incoming mail will be left on the letter rack opposite the **Restaurant**.

Meals

See **Restaurant**.

Messages

Unless urgent, you will not normally be disturbed whilst participating in an event. Messages will be left for you on the message board in the Training Centre Coffee Lounge or, if out-of-hours, the letter rack opposite the **Restaurant**.

Newspapers

Can be ordered from the **Main House Reception**, please request by 14:00 the day before.

PCs

See **Business Services**.

Photocopying

See **Business Services**.

Reception (Main House)

- 24 hour service
 - First Aid contact point
 - Facilities and services:
 - fault and defect reporting
 - fax machine
 - hairdryers for loan
 - equipment for outdoor games
 - taxi booking
 - newspapers
 - stamps
 - toiletries
 - other essentials
- } available for purchase

Recreational Facilities

The College appreciates that relaxation is essential for a conducive learning environment and therefore provides the following facilities:

- **Indoor:**
 - board games and cards can be borrowed from the **Bar**
 - Sky Digital TV is available in the **Bar** and Conservatory
 - Pool and Table Football available in the Conservatory (small fee payable)
 - well equipped gym on the ground floor of the Accommodation Block. (You need to complete a Physical Activity Readiness Questionnaire, copies available in the back of this folder, before using)
- **Outdoor:**
 - walking and jogging in the surrounding woodland, guide notes are available from the **Main House Reception**
 - minigolf (April-October)

All outdoor activities are available subject to weather conditions. When enjoying the woodlands you need to be aware of the hazards of the natural environment. Take care not to stray onto land belonging to the neighbouring farms. Walking or jogging along the main drive is not recommended.

Refreshments

Teas and coffees are provided in the Training Centre Coffee Lounge at times to fit with event programmes, please see your event information for timings or contact the **Main House Reception**. A range of snacks and cold drinks can be purchased from the vending machine in the Training Centre Coffee Lounge.

Restaurant

- Located on the central corridor of the Main House, adjacent to the **Bar**
- **Breakfast** – a choice of English and Continental breakfast with tea and coffee is available between 07:30 and 08:30
- **Lunch** – the menu for the assisted lunch is displayed outside the **Restaurant**. Lunch is served to fit with event programmes
- **Dinner** - the menu for your evening meal is displayed outside the **Restaurant**. The timing of dinner can be found in your event information or by contacting the **Main House Reception**. This meal is attended by waiting staff.

All menus include a vegetarian option and other dietary requirements can usually be accommodated, although advance notice is required. Beverages to accompany meals can be purchased from the **Bar** in the evening and by speaking to waiting staff at lunchtime.

Room Facilities

- **Alarm clock** – facility available via your television set
- **Modem point** – in order to use this to access the internet you need:
 - a laptop with integrated modem
 - your own internet service provider
 - a telephone connector cablePlease note you will need to prefix your internet dial-up number with a '9' and it is not possible to make a telephone call whilst also accessing the internet via the in-room modem point
- **Tea and coffee** – equipment provided and supplies replenished daily
- **Telephone** – for internal and external calls, see **Telephone** for details
- **Television** – see **Television** for details.

Please report any faults, defects or concerns to the **Main House Reception**. Please note your room access swipe card must be inserted in the slot near the door to energise the room's electrical circuit.

Security

The Hawkhills takes security seriously and applies appropriate precautions to ensure the safety of visitors and staff.

- Name badges must be worn at all times
- Visitors' car park passes should be prominently displayed in vehicles
- Personal belongings should not be left unattended at any time
- If you leave the College site for any reason, please advise Reception staff prior to your departure and on your return
- The security barrier at the Main Gate lifts automatically for vehicles leaving the College
- An intercom is available at the Security barrier if staff are temporarily away from their post
- A member of Security staff is on duty at the **Main House Reception** from 19:00-07:00

Please note that the Emergency Planning College is unable to accept responsibility for the loss of, or damage to vehicles and valuables including money.

Smoking Policy

The Hawkhills operates a no smoking policy throughout its buildings and it's not possible to purchase tobacco products on the premises.

Telephone

- **Internal calls:**
 - Main House Reception 0 or 5048
 - Event Support Office 5029
 - Library & Information Centre 5007
 - Sales & Conference Co-ordinator 5009
 - Dialling Bedrooms 6(+room number)
- **External calls** (dial '9' before the number to obtain an outside line):
 - Chemist (Moss Pharmacy) (01347) 821254
 - Dentist (Red Lea Dental Practice) (01347) 821435
 - Doctor (Millfield Surgery) (01347) 821557
 - NHS Walk-In Centre (31 Monkgate, York) 01904 725401
 - York District Hospital 01904 631313
 - Taxis - Ouse Cars / Easingwold Taxis (01347) 848251 / (01347) 823232
 - Tourist Information Office (York) 01904 621756
 - Tourist Information Point (Easingwold) (01347) 821530
 - Train Enquiries 0845 7484950

Television

The remote control enables access to the normal terrestrial channels and the alarm clock function.

Toiletries

A range of essential items can be purchased from the **Main House Reception**.

Transport

- **College minibus** – free transfers to York Station may be available at the end of your event, please see **Departure Instructions**
- **Taxis** – can be arranged by the **Main House Reception**, at your expense. Please allow approximately 30 minutes for the car to arrive
- **Train** – the nearest main-line rail station is York, approximately 40 minutes drive away. Timetables are available from the **Main House Reception**.

Wake-up calls

An alarm clock facility is available on your in-room television, see **Television**, for details.