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**If you have any queries that are not answered in this document, please do not hesitate to contact Staff Benefits on [yhs-tr.staffbenefits@nhs.net](mailto:yhs-tr.staffbenefits@nhs.net)**

If your booking was made through York and Scarborough Hospitals Charity, please contact [hello@yshospitalscharity.org](mailto:hello@yshospitalscharity.org)

## What is The Hub?

The Hub is a small space located in the Entrance of Ellerbys (onsite restaurant) at York Hospital.

The space offers internal departments/ staff groups/ support networks or external businesses the opportunity to come onsite and promote the health and wellbeing of our staff.

The space can be used for selling products or services, advice/information and awareness sessions or hosting drop in sessions.

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## Booking The Hub

The Hub is available to book Monday to Thursday 9am -4pm (Fridays 9am - 2pm for Charity bookings only).

We advise booking at least three months in advance to avoid disappointment.

Booking procedures and charges vary depending on your type of stall:

### Internal Departments/ Staff Groups/ Support Networks

- Use of The Hub is free of charge.
- Book The Hub by using the online form for internal departments.

### Retail Stalls

The definition of a retail stall is a partner/ company or individual who are on-site to physically sell goods/ products on the day to make a profit.

- Use of The Hub is £35 per day.
- Book The Hub by using the online form for external businesses.

### Non-Retail Stalls

The definition of a non-retail stall is a partner/ company/ individual who are on-site to promote and raise awareness of their business/ offer or discount.

- Use of The Hub is free of charge.
- Book The Hub by using the online form for external businesses.

### Charity Stalls

The definition of a charity stall is a stall that raises money for charity, with 100% of the money raised while in The Hub being donated to the chosen charity. A stall who is selling goods with a “donation” of profits to charity will be seen as a Retail Stall and will be charged the fee above.

- Use of The Hub is free of charge.
- Charity stalls can only book Fridays between 9am -2pm
- Charity stalls must book The Hub via the York and Scarborough Hospitals Charity by emailing [yhs-tr.Charity.Fundraising@nhs.net](mailto:yhs-tr.Charity.Fundraising@nhs.net)

## Unions

- Each Union has a given number of free sessions to be used throughout the year, sessions exceeding this amount will be charged at £35 per day.
- Please email [yhs-tr.staffbenefits@nhs.net](mailto:yhs-tr.staffbenefits@nhs.net) to book The Hub.

## Booking Link

Visit [www.york.nhs.uk/the-hub-ellerbys](http://www.york.nhs.uk/the-hub-ellerbys) for booking links mentioned above.

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## How to pay for The Hub (if applicable)

Retail stalls will be charged **£35 a day** for use of The Hub (you will be notified if payment is required on your booking confirmation from Staff Benefits).

Payment is required on the day of your booking. To make payment, please pay at the till in the Staff Shop when collecting the key for The Hub.

A receipt can be provided upon request when making payment. Both cash/ card are accepted.

## Payments in advance

If you prefer to pay for multiple bookings in advance, please notify Staff Benefits ahead of your site visit (and tell us which bookings you would like to make advance payment for). Payment must still be made via the Staff Shop.

Please note, we are **unable** to offer refunds or free days for any missed bookings paid for in advance.

## Collecting and returning the keys

The keys for The Hub are available to collect from the Staff Shop, which is located near Ellerbys (down the main corridor, on the right before junction 1A).

Please request the keys at the till and complete the key sign in sheet.

Once you have finished your booking, please return the keys to the Staff Shop and once again complete the sign sheet.

Bookings must be held within the Staff Shop opening hours to allow for collection/ drop-off of the keys. Regretfully, we cannot offer key collection/ drop-off outside of these hours under any circumstance.

The Staff Shop is open Monday-Thursday 9am -4pm and Friday 9am -2pm.

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## Alternative space to The Hub

On the occasion your requested date is already booked, we may be able to offer you an alternative space within Ellerbys.

This space is located directly opposite the barista, against the wall with text/ graphics.

If you are offered this space, you will need to use one of our two tables stored in The Hub. If The Hub is locked, please ask a member of the Staff Shop for the key to retrieve a table and return the key directly after the table has been removed (you will need to complete the key sign sheet).

Once again, when you have finished with your booking and find The Hub locked, please request the key from the Staff Shop to return it and return the key immediately after.

If you are using this space, please be aware of the following rules:

- Only use the designated space described above, do not set up stall anywhere else in Ellerbys Restaurant (regardless of any given permissions from Ellerbys staff on the day).
- Use **one** of the two tables provided in The Hub or your own, do not use any tables within the restaurant or move around the furniture.
- Do not set up in The Hub if you have been told to use this space, even if The Hub is empty when you arrive.

- Do not approach tables/ people in the restaurant to promote the reason why you have a stall today -this will be seen as harassment.
- You must return your table to The Hub at the end of your session.

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## Cancellations and no shows

It is our expectation that in the occasion you cannot make your booking and need to cancel, you make us aware as soon as possible.

If you do not attend your booking and offer no communication within seven days of not showing, we will assume you also wish to cancel any future bookings you may hold with us.

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## Equipment supplied in The Hub

The Hub contains:

- 4x Chairs
- 2x Tables

Please only use **one** table and ensure the other table is accessible around your stall set up. If you require two tables, please make us aware when booking The Hub (If you are booking through the Y&S Charity, please make them aware).

It is your responsibility to ensure all equipment removed by yourself is returned at the end of your booking.

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## Cleaning The Hub

The Hub runs independently, meaning it has no designated caretaker or cleaning team.

When using The Hub, you are expected to remove all rubbish and clean up after yourself at the end of each session, ensuring it is left in a clean and tidy state for the next user.

A sweeping brush and other cleaning items are available from the Staff Shop upon request and there are recycle bins for small items such as coffee cups

and lunch boxes in the restaurant, but we expect all users to take any rubbish home or back to their department for disposal (including cardboard boxes, bin bags, wrappings etc.)

Staff Benefits do not tolerate The Hub being left in a messy state or rubbish left behind under any circumstances -this includes leaving behind promotional material.

If you find the cleanliness of The Hub unsatisfactory when you arrive, please report this to Staff Benefits immediately by emailing [yhs-tr.staffbenefits@nhs.net](mailto:yhs-tr.staffbenefits@nhs.net)

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## Car Parking

Please set off in good time to allow for traffic as Wigginton Road can get extremely busy and there may be large queues to access the hospital site.

Parking is available in the multi-storey car park, where you obtain a ticket and pay on exit. Unfortunately, there is no concession available to users of The Hub.

There is a drop off/pick up area at the front of Main Reception, but the maximum stay is 10 minutes -we are unable to reserve parking spaces.

The Hub is located within the centre of York Hospital, we advise bringing a trolley or an assistant to help move any heavy goods or stock from the car park/ drop off area.

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## Fragrance Free Policy and Prohibited Goods

All Hub users must follow the Trust's Fragrance-Free Policy, meaning users cannot allow perfumes to be sprayed (including testers) on site, or any item with a 'strong fragrance' to be opened (this includes hand creams, soaps, candles, body wash etc.). Apologies for the inconvenience caused if this directly affects you and the items you sell, but unfortunately this has come directly from the head of Health and Safety, who has informed us regular checks will be made to ensure Hub users remain compliant

Certain items will be prohibited from sale in The Hub, they include second hand electrical items, knives and other sharp instruments, alcohol, tobacco, and unsuitable literature.

If you are unsure, please check with the Staff Benefits Team by emailing [yhs-tr.StaffBenefits@nhs.net](mailto:yhs-tr.StaffBenefits@nhs.net)

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## Multilevel Marketing Companies (MLM)

An MLM company is any business structure where products are sold, and representatives offered rewards for recruiting others.

Representatives from MLM companies can book The Hub but the stall should only be used for the purpose of selling goods. Under no circumstances should recruitment or the promotion of recruitment take place onsite.

Attendance onsite is limited to one day per month, per company. Spaces are offered on a first come, first served basis.

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## Terms and conditions of use

- Stalls must be manned for the **entire** duration of the booking. Under no circumstance should The Hub be open if unattended.
- Stalls must be kept within The Hub space. You **must not** extend your stall into the space opposite or over the doorway to The Hub for health and safety reasons. Any trolleys/cages that you use to transport goods/stock must be stored at the back of The Hub.
- Goods are to be displayed on the table provided. Under no circumstances can any tables be used from the restaurant.
- If tablecloths are used, they must be of a professional standard and in good condition.
- All new and second-hand goods must be of good quality (no jumble-like materials).
- No animals are allowed, except for guide/hearing dogs which must be kept within the specified area.
- Donation bins/collection tins are not allowed.
- Stall holders are **not** permitted to go into any other departments whilst on site.

- Posters or promotional material etc. **must not** be attached to the walls.
- **Do not** leave any posters/marketing material behind, it will be disposed of.
- Filming/photography – any filming/photography that involves our staff, visitors or patients requires permission. Please speak to the Staff Benefits Team before your booking if you intend to do the above (taking images/videos of your stall without our staff/patients/visitors in the shot does not require permission beforehand). Even if you have permissions in place, we need to be informed that this is happening.
- **All** electrical equipment that requires plugging into the sockets provided must have an up-to-date PAT test.
- Do not under any circumstance use latex balloons or decorations on your stall.

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## Health and safety/ fire procedure/ Security

It is important that Hub users take personal responsibility for adhering with the hospitals' policies and procedures, specifically those relating to health and safety, fire, and security.

Please ensure you check with a member of the Staff Benefits Team or catering staff on site if there is going to be a fire drill on the day of your visit.

- Continuous fire alarm in the restaurant area means that you must leave the building immediately via the nearest fire exit. Fire wardens will be on hand to guide you to the fire assembly point.
- If any accidents or incidents occur, please contact a member of staff in the restaurant or at the main reception desk of the hospital.

Security are available 24/7 and can be contacted by calling 01904 721241 (extension x1241 when calling using a internal phone).

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## Warnings

In the event The Hub and its contents are misused by stall holders, Staff Benefits will issue warnings.

Misuse of The Hub includes, but is not limited to:



- Leaving behind of rubbish or leaving The Hub in an untidy state.
- Physically selling products on the day of your booking when you haven't declared a 'retail stall' upon making your booking.
- Not returning equipment such as tables/ chairs if they are removed by yourself.
- Leaving a stall unattended for the duration of your booking.
- Setting up a stall anywhere else other than the designated Hub space or alternative area described above.
- Sticking promotional material on the walls/ doors/ surrounding areas.
- Filming staff/ patients/ visitors without informing Staff Benefits and gaining consent.
- Selling prohibited goods.

Three warnings to any one person will result in them being unable to book the space for a six-month period, starting the date the third warning was issued.