



Health and Safety, and Emergency Evacuation

- Evacuation point is located on the sidewalk across the road from the Entrance on O'Rourke St.
- Eastbay REAP is a SMOKEFREE area, the designated smoking area is located underneath the tree across the road on O'Rourke St.
- All Facilitators are to have their own copy of a Roll/Register of delegates for an Emergency Evacuation, and are required to bring this with them in the case of an evacuation for the purposes of accounting for everyone.
- Upstairs restrooms are located around the corner by the lift, and downstairs restrooms are located just beneath the stairs.
- For any serious or near misses while you are using our premises, we appreciate you let our staff know by emailing or phoning during office hours. We will record any instances and actions in our Incident Register.
- A First Aid kits is located in the kitchen upstairs and in the reception area if required. Should you use any items, please let our staff know so we can ensure it is replenished.
- Please ensure the security measures detailed are undertaken when you enter the building and before you leave. Any cost for monitoring call-out maybe passed on to you.

Using a Room Outside of Office Hours

From time to time clients require rooms outside of office hours. This is a high trust service and requires the client to have access to the buildings, security alarm and keys. Clients that require this service, are required to pick up the key before 4pm to allow time to demonstrate the use of the alarm system, discuss health and safety and security requirements, and ensure all room requirements are provided. We will walk you through the following process:

When you arrive the day of your booking:

- Enter the building through the Conference Room Entrance, using the building key.
- Switch the sliding doors from Lock to Open.
- Disarm the Alarm System.

When your meeting is about to start, and your guests have arrived:

- Switch the entrance door from Open to Exit so no-one enters the building while you are in your room.

At the end of your meeting

- Turn off heating/cooling and lights. Close and lock any open windows and doors.
- Lock the room as you leave.
- Arm the Alarm System.
- Drop the building and room keys into the drop-box located to the right of the exit door.
- Switch the sliding doors from Exit to Lock.

Please note NO staff members are onsite after hours

Terms of Use and Cancellation Policy

All room users are required to ensure the rooms are left in an appropriate state as they are found, including dishes washed or put in the dishwasher. Otherwise cleaning surcharge may apply. Instructions for room users are posted on the wall in each room.

We request at least 24 hour notice for all cancellations. All cancellations within the 24 hours or on the same day of the room booking, No-Shows will result in a 100% charge of the room rate.

TENTATIVE bookings if unconfirmed within 24hrs of the event start will result in a 100% charge of the room rate.

Room rates are based within 4hr blocks, half day 4hrs, full day 8hrs and anything over are additional 4hrs pending on time

REAP House, He Poutotoko Matauranga
21 Pyne Street, Whakatāne

Office Hours:

8.30am to 4.30pm Mon – Thurs
8.30am to 4pm Fri
Closed Weekends and Stat Holidays

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