

Code of Conduct for Christmas performers

Please note the following details for your performance. All groups must agree to abide by this Code of Practice.

Your Performance

- We have various performance locations which will be agreed upon booking.
- Liverpool ONE's busking programme will be running at the same time in other locations, so if you are an approved busker please book in as usual by emailing busk@liverpool-one.com.
- We welcome performances from school and community choirs/bands.

- **Charity Collections** - If you would like to collect money for a registered charity during your performance, you must manage all monies. Please supply the charity name and registered charity number when booking. If possible, please also notify Liverpool ONE within 7 days of your performance of the amount of money you raised for the charity.

- **Power or PA system** - Liverpool ONE cannot provide power for your performance, but you may bring a battery powered PA system to enhance your performance providing the volume is kept at a reasonable level.

- **Promotion/timetable** - Please provide us with information and photographs/videos that we may use to promote your performance in advance. These could be included on Liverpool ONE's website and social media.

- **Photography/Filming** - Please be aware that we may have photographers or film crews capture your performance. By requesting a performance slot, you agree to being photographed/filmed. All performance locations are public places, and as such any member of the public may wish to record your performance or photograph you – we have no control over this.

- **Lunch or break facilities** - We do not have any rooms or spaces available to use for lunch, breaks, or changing rooms. The following organisations near Liverpool ONE have café facilities or rooms available to hire: <http://www.liverpoolquakers.org.uk/> or <http://www.thebluecoat.org.uk/>
The public toilets on Wall Street are open for toilet use, not changing.
We cannot provide any bag or equipment storage, so please ensure participants bring minimal belongings and keep any valuables close to them.

- **Equipment** - Please do not bring free standing equipment such as roller banners that can blow away or cause a trip hazard.

Health and Safety

- All groups must provide Public Liability Insurance of at least £1m and Risk Assessment at least a week in advance of your booking to secure your performance. Failure to provide these documents by the requested dates may result in the performance not being authorised.
- Please ensure your group leader has suitable insurance for the organised trip and has undertaken a risk assessment. Liverpool ONE will not be held responsible for any loss, harm or injuries sustained during your performance.
- Liverpool ONE is all outdoors, so while some of the choir locations are sheltered from rain, your group will need to dress appropriately for cold weather.
- Performers under 16 must be accompanied and supervised at all times by an adult/teacher. Please bear in mind if you are a school, you will need to have a statutory number of adults required when undertaking school trips or visits.
- Schools or organisations bringing children under 16 to Liverpool ONE are responsible for ensuring that they have received all necessary parental agreement prior to their visit.
- Performers should report any lost children to a member of Liverpool ONE staff. Liverpool ONE's security and management teams have procedures in place to deal with lost children.
- In the case of a security concern or first aid incident, please approach Liverpool ONE team members or call our Control Room on 0151 232 3199. First Aiders are available within Liverpool ONE to deal with any injuries or contact emergency services.

In the rare event of a firearms or weapons attack, follow the Run, Hide, Tell rules:

- **RUN** to a place of safety. This is a far better option than to surrender or negotiate. If there's nowhere to go, then...
- **HIDE** It's better to hide than to confront. Remember to turn your phone to silent and turn off vibrate. Barricade yourself in if you can. Then finally and only when it is safe to do so...
- **TELL** the police by calling 999



COUNTER TERRORISM POLICING **ACT** ACTION COUNTERS TERRORISM

IN THE RARE EVENT OF a firearms or weapons attack

RUN HIDE TELL



RUN to a place of safety. This is a far better option than to surrender or negotiate. If there's nowhere to go, then...

HIDE It's better to hide than to confront. Remember to turn your phone to silent and turn off vibrate. Barricade yourself in if you can. Then finally and only when it is safe to do so...

TELL the police by calling 999.



At the moment, the issue of terrorist attacks is regularly in the news. But it's been on our agenda for much longer.

The police and security service have been working constantly to foil terrorist attacks for years, not months.

But we are not complacent about keeping you safe.

Due to events in the UK and abroad, people are understandably concerned about a firearms or weapons attack. These attacks are very rare but in the event of such an attack, it helps to be prepared.

Remember, attacks of this nature are still very rare in the UK.

So stay safe, and just remember the words:

RUN. HIDE. TELL.

To watch the film, visit gov.uk/ACT

Information is vital. If you see or hear something that could be terrorist related, trust your instincts and call the confidential Anti-Terrorist hotline on **0800 789 321**.

Our specially trained officers will take it from there.

Your call could save lives.

Always in an emergency, call **999**.



Getting to Liverpool ONE

- Parking - Free parking is unfortunately not available, as the car parks in Liverpool ONE are operated by an external company. Details about paid parking at Liverpool ONE can be found [here](#).
- Travelling by coach - If your group intend to travel by coach, you can contact Liverpool ONE Bus Station to request a coach drop off and/or collection space. Please email coachbookings@merseytravel.gov.uk to request a space.

On arrival at Liverpool ONE

Please go straight to your performance location.

Public Toilets

The public toilets can be found next to the Tourist Information Centre on Wall Street.

Problem?

If you require any assistance when you are in Liverpool ONE, our onsite team (based in the Liverpool ONE Information Centre) should be able to help.

In the case of a security concern or first aid incident, please call our Control Room on 0151 232 3199.