Kenilworth Town Council

Jubilee House, Smalley Place, Kenilworth, CV8 1QG

Telephone: 01926 859155

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Town Clerk: Miss M S Field

KENILWORTH CASTLE

RESIDENTS' ENTRANCE PASS SCHEME

Date of Approval – 27/02/2025

Date of Review – February 2028

Introduction and Concept.

In 1937, Lord Kenilworth, whilst retaining the Freehold of the Castle, made it over to the Government for its care and maintenance. He thus gave the beneficial use of the Castle to the nation, the arrangement continuing to this day with English Heritage managing the site.

On inheriting the Castle from his father, in 1958 the second Lord Kenilworth gave the Freehold of the Castle to the people of Kenilworth. In recognition of this, residents are granted free entrance during normal business hours.

However, since the scheme must be self-financing, an administration fee is charged to specifically cover the cost of producing a valid pass. The full administration charge is currently £65 per pass.

Applications

An application is required in single copy from each resident who falls within the terms and conditions. These forms can be completed online by visiting our website at www.kenilworth-tc.gov.uk~~web.co.uk~~/information/castle-pass or by way of a paper application form which may be obtained from the Castle main entrance facility, Warwickshire Direct - Kenilworth (Kenilworth Library) and the Town Council offices.

Terms and Conditions of Issue.

1. Only those residing at an address/property where the Council Tax precept is eligible to be paid to Kenilworth Town Council are entitled to a Kenilworth Castle Resident's Pass.

2. The Kenilworth Castle Resident's Pass allows free entry into the Castle during normal opening hours only.

3. Subject to any exclusions specified by English Heritage, the Pass also entitles the holder to admission to English Heritage Events at Kenilworth Castle at a reduced rate.

4. The pass must be shown on *every* occasion that the holder visits Kenilworth Castle.

5. Failure to produce the pass will result in the resident being charged the appropriate admission price without exception.

6. Children aged 15 and under are entitled to free entry with an adult pass holder (subject to a maximum of six children per supervising adult). No passes will be issued for children 15 years of age or less.

7. Applicants may be required to provide proof of age before a pass is issued.

8. Children under 16 years of age must be supervised by an adult at all times whilst on site.

9. The pass is valid for ten years.

10. If the pass becomes damaged or is lost, the full administration charge will be levied for a replacement. The Town Council should be notified immediately if a pass is lost.

11. The pass is only valid whilst the holder is a resident of Kenilworth and proof of residence may be required before a pass is issued. If the holder moves away from the town, they must return the pass to Kenilworth Town Council.

12. English Heritage and Kenilworth Town Council reserve the right to revoke a pass if it is misused (including loaning pass to a third party).

13. If assistance is required in completing the form, applicants or their carers (for whom special arrangements are available without charge when requested in conjunction with English Heritage) should refer to Kenilworth Town Council (Tel 01926 859155) or Email:kentc@kenilworth-tc.gov.uk ~~kentc@kenilworth.org~~).

14. The pass system is administered by Kenilworth Town Council. Holders' names, addresses, pass number and expiry date will be retained on a computer-based file for administrative purposes only and will not be disclosed to third parties. English Heritage has no access to these details, although they will be advised of basic details where a pass is reported lost or stolen. Any instance of suspected misuse will be reported to Kenilworth Town Council for investigation and action.

Submission of Applications Online.

Online applicants for a resident's pass are required to:

1. Read the terms and conditions carefully. By applying for a pass they are confirming that they are eligible and that they agree to the terms of issue.

2. Complete an online application form in single copy for each applicant.

3. Submit the completed form ensuring all requested attachments have been included.

4. Ensure prompt online payment when requested to cover the £65 contribution towards the cost of **each** pass. Please note the application will not proceed until the relevant fee has been paid.

5. Subject to verification and resolution of any queries and the receipt of payment, the pass will normally be ~~despatched~~dispatched to the applicant through the Royal Mail within ten working days, along with any relevant local leaflets.

Submission of Applications in Paper form

Paper applicants for a resident's pass are required to:

1. Read the terms and conditions carefully. By applying for a pass they are confirming that they are eligible and that they agree to the terms of issue.

2. Complete an application form in single copy for each applicant.

3. Return the entire form and enclose:

   a. A UK passport size/standard (44 mm x 35 mm) photograph with the applicant's name and initials in biro/pencil on the reverse.

   b. A cash payment covering the £65 contribution towards the cost of **each** pass.

4. Submit the completed form and attachments to: Residents' Pass Applications, Kenilworth Town Council, Jubilee House, Smalley Place, Kenilworth, CV8 1QG. If sent to the Council through the Royal Mail, full postage must be prepaid.

5. Subject to verification and resolution of any queries, the pass will normally be ~~despatched~~dispatched to the applicant through the Royal Mail within ten working days, along with any relevant local leaflets.

Car Parking.

English Heritage operates the car park at the Brayes site, for which parking charges apply.

Parking will be free only to English Heritage Members. Castle Pass holders will not be refunded. The all-day charging fee is currently £3 and charges apply from 10am – 6pm.

The parking scheme is not administered by the Town Council and any queries must be directed to English Heritage.

Boxing Day.

When the Castle Grounds (not the full facilities) are opened on Boxing Day (or equivalent Public Holiday) under Town Council auspices, entry is free to all and Residents' Passes are not required.

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COUNCIL CHAMBER USAGE POLICY

Date of Approval – 27/02/2025

Date of Review – February 2028

1. INTRODUCTION

1.1 This policy lays out a framework for the usage of the Council Chamber when not being used for Council Business. The Chamber in Jubilee House is on the 1st Floor of the building and has a capacity when seated in cinema style of maximum 50 people. Also available for use are the tables, two plasma screen, toilets, parlour room, kitchen and lift.

1.2 Under the terms of its agreement with the landlord of Jubilee House, Warwick District Council, Kenilworth Town Council has the discretion to determine who, when and for what purpose the Chamber may be used.

2. WHO CAN USE THE CHAMBER

2.1 Working Groups and Task & Finish Groups for the purpose of their individual business at no charge.

2.2 Kenilworth Community Groups that are working for the benefit of the residents of Kenilworth at no charge. Voluntary and 'Not for Profit' groups will also be permitted use where possible.

2.3 ~~Warwick District Council, Warwickshire County Council,~~ Warwickshire Police and the Local MP can use the Chamber if they are unable to use their own facilities at no charge.

2.4 Local Businesses for training/meeting purposes.

2.5 Ad hoc requests that do not fall into the above categories will be viewed on a case by case basis with the Town Clerk making the final decision on whether the Chamber can be used.

2.6 The above list does not give automatic right to use of the Chamber. This will be determined on request, on a first come first served basis and whether users can comply with building security measures.

3. WHEN THE CHAMBER IS AVAILABLE

3.1 The chamber is available 9.30am to 5pm Monday to Friday.

3.2 It will also be available in the evening:

- provided there is a Town Councillor attending the meeting who will take responsibility for letting people in and then ensuring the Chamber is left tidy and ready for the next day.
- The Chamber is NOT available when there is a Council Committee being held. These will always take precedence.
- For any other purpose this will be at the discretion of the Town Clerk.

4. BOOKING SYSTEM

4.1 The chamber can be booked by contacting the Town Council Office by phone 01926 859155 or via email to kentc@kenilworth-tc.gov.uk~~kentc@kenilworth.org~~

4.2 Meetings booked are logged in the chamber diary to ensure there are no clashes. The diary will be managed by the Town Council Staff Team.

4.3 When the chamber is booked the following will need to be provided:

- Organiser name.
- Organiser contact details – Email and phone number.
- Start and end times.
- Number of attendees.
- Details of who to send invoice to (If being charged for the use of the chamber).

5. CHARGING STRUCTURE

~~Half Day am – 09.30 to 13.00 - £35.00. Half Day pm – 13.30 to 17.00 - £35.00. Full Day – 09.30 to 17.00 - £70.00.~~Hourly Rate - £35.00
~~Evening Hourly Rate - £10.00 per hour~~ Please note there will be a ~~(~~minimum two hour charge made for any booking after 5pm. ~~booking) subject to a Town Councillor being present.~~

An invoice will be issued to the meeting Organiser, following the meeting, which will need to be paid within 30 days of the date of the invoice.

6. GENERAL

6.1 For out of hours usage, the individual Member who made the booking (or Member of Staff present) is responsible for allowing access to the relevant portions of the building and will be responsible for tidying and building closure checks on completion. During office hours, Council Staff can assist.

6.2 No live or recorded entertainment is permitted.

6.3 The Council does not hold a Television Licence, so reception of live TV broadcasts, including those of the Council's computer systems, is prohibited.

6.4 Any letting of Council facilities will include comprehensive usage safety instructions and users are insured for liability risks within the facilities.

6.5 Each user is permitted to bring their own food or beverages to be served or consumed in the Council Chamber by prior arrangement. Drinking water is available. The kitchen area (Rm 3.03) may be utilized for refreshments but is shared with other users; a First Aid box is also located in that area.

6.6 The display cabinets, books, ornaments, picture, all fixtures and fittings (including the flags and ship's bell), must not be moved, used or removed.

6.7 Tables are not normally to be moved, but this may be permitted with the prior formal agreement of the Council, normally through the Clerk. This will NOT include those items where electrical wiring (which is permanently fitted and live), HDMI, hearing loop cabling etc is installed.

6.8 The area is to be left clean and tidy, all chairs that have been moved are to be returned to their original positions before rooms are vacated. For bookings/meetings outside of normal working hours, all windows (including in the toilets, kitchen, accessible elements of the hallways and stairways) and doors are to be secured before the last person leaves the building. A physical check is to be made to ensure that the lift is empty. If utilized, the kitchen must be left in a clean and tidy state to ensure that other building users are not inconvenienced. Please note that the building is utilized on a 24 hours a day/7 days a week basis by other tenants.

6.9 Users wishing to make audio-visual presentations are advised that there are two viewing screens capable of stand-alone or IT linked usage. They are *not* linked to the TV network. Users may connect their laptop or equivalent equipment but are advised most strongly to set-up in advance. Settings on the equipment or linkages are not to be altered. The Chamber IT system is normally isolated from the main Council IT cabling system. Any linkage to the main system requires pre-checking of the equipment for compatibility and security checks. Our wi-fi set-up may be switched-on subject to prior request.

6.10 The person chairing the meeting (or otherwise nominated person) is to ensure that all present are briefed on the fire and emergency procedures, the location of fire appliances/ extinguishers, assembly point and that the lift must not be used; a fire blanket is in Room 3.03. Everyone is to be signed in and out and the list safeguarded for checking in the event of an evacuation. The nearest disabled safe

evacuation chair is adjacent to room 3.10 (Kenilworth Library side of the Chamber). A telephone with 999 capacities is installed in the Mayor's room, which is accessible from the Chamber.

6.11 Entry and exit will normally be through the front doors. The main entrance doors, rear door, fire doors etc are not to be propped open nor is movement in corridors to be impeded by the siting of tables, chairs etc. A door entry calling system is provided within the Council offices and chamber. During the daytime, users should make their own control of entry arrangements in conjunction with the council staff so that this does not interrupt the business of other building users or Council staff.

6.12 In the evening, users may wish to allocate a member of their team to assist with entry at the front entrance doors. This is recommended especially when multiple usage of the building is occurring. Persons are *only* to be admitted by the party or group authorizing their entry.

6.13 No 'call for entry' system is installed for the rear doors as these are intended purely for staff, including police, tenants etc.

6.14 Users are recommended to advise their attendees that the nearest parking points are Square West and Abbey End plus, subject to parking restrictions at certain times, in front of the building. The building car park is for the use of staff only and is in 24 hours usage. Under no circumstances must either the rear stairway, rear door and the car park entry and exit way be impeded as they are used by the Safer Neighbourhood Team.

6.15 Any damage to any part of the Chamber, toilets, parlour room and kitchen will be paid for the user who will be precluded from future use. Any damage caused during the period of hire must be reported to the Town Clerk within 24 hours of the end of the hire. Hirers agree to use the lift at their own risk.

6.16 All non-personal users of the Chamber are required to provide a copy of their current public liability insurance policy schedule prior to their event to ensure that any damages payable as a result of hire of the Chamber are covered by the hirer.

6.17 No smoking is permitted in any part of the Chamber or building.

6.18 In the event of failure to comply with the above regulations, the Council reserves the right to cancel or decline all future booking requests.

6.19 The Council reserves the right to vary these regulations by agreement with any hirer or user, on such conditions as it may impose.