

Short Term Accommodation:

Introduction

Expected Standards and Best Practice Code of Conduct



Introduction

The New Wolsey Theatre (NWT) is a regional theatre with a national reputation for the quality, range and reach of its work and for embracing cultural diversity in the widest sense. The theatre is central to the creative life of Suffolk and seeks to expand the horizons of audiences and artists by presenting a programme designed to entertain, enrich and challenge. The watchwords for all work are highest quality, greatest diversity and maximum accessibility.

Short-term Accommodation

Offering short-term accommodation for visiting or touring actors and creatives, such as Directors or Set Designers, is an important part of the theatre and arts industry. Often individuals can be on tour for months, visiting a different venue each week. Rather than staying in a hotel, a lot of venues offer short-term accommodation (often referred to as 'Digs') to provide a **'home from home'** experience for Guests. The Host confirms they will respect the Guests privacy during their stay and treat the Guest with mutual respect and understanding. Guests may be working anti-social hours, working late into the evenings. It is important for Guests to feel comfortable and at home in a space they can relax in after a long day. It is important for Guests to be able to prepare meals, do laundry and get a good night's sleep as they would at home. Each individual will of course be different- some Guests may want to talk and socialise with a Host, as it can be lonely working away from home, whereas others may prefer to have a quiet space, to relax, read, watch television or even continue working. Sometimes Guests may come and go. For example on days off they might chose to travel home to see family and friends- this could be for a weekend or a couple of days- so it is important to agree rules and rates ahead of time.

The Host confirms that they will communicate any restrictions on usage of facilities or spaces to the Guest in advance and will not impose unreasonable limitation on the Guest during their stay.

Hosts agree to respond to enquiries/ surveys or pre-arranged visits from the theatre regarding the continued listings of their short-term accommodation, the continued availability of their short-term accommodation and any other questions relating to the facilities and services provided at their short-term accommodation.

What are the basic requirements?

A spare room, apartment or house - At the very least, Guests need their own room. Some prefer self-contained properties, so we ask Hosts to state what type of accommodation they offer clearly.

Comfortable bed – 20-year-old mattresses may be fine for friends and family but not for paying Guests. Beds should be reasonably new and supportive - especially as most theatre jobs are quite physical.

Privacy - Most Guests expect the room they rent to be their private space for the duration of their stay. Hosts are within their rights to enter the room to empty waste bins etc., but are asked to respect the privacy of their Guests as much as possible.

Storage – We ask Hosts to provide a drawer or two and somewhere to hang clothes in their bedroom. If the use of the kitchen is also provided, then we ask for the provision of space in the fridge and cupboards to store food.

Cleanliness –The Host confirms that the Guest area of the property will be clean on arrival. We require all Hosts to provide clean sheets and bedding, a freshly dusted and vacuumed room and clean bathroom and kitchen areas (where applicable).

Access - Since the nature of Theatre often involves working unsociable hours, we kindly ask Hosts to provide Guests with a set of keys (or equivalent) to let themselves in and out of the property at will. Some Hosts request a security deposit for this and this should be mentioned in the accommodation description if required.

Code of Conduct - All Hosts and Guests are required to adhere to our Code of Conduct (see below).

Why become a Host?

Being a Host can be very rewarding. As well as earning money, Hosts will benefit from a connection to the flourishing and exciting arts scene in Ipswich, as well as supporting the NWT in being a really great place to work.

This is what one of our Hosts said about their experience:

"I enjoy the variety of people I have come and stay. I hope having somewhere nice to stay when away from their homes makes a difference to them. Playing a small part in the Ipswich arts scene is a pleasure and I get to meet people from all over the UK with differing backgrounds doing different roles in the theatre. It's eye-opening and very interesting, I would highly recommend to others to become a Host"

Who will be staying?

Guests will be coming from a variety of different backgrounds from across the UK and the globe. Guests may be culturally diverse, from the LGBTQIA+ community, D/deaf, disabled and/ or from a variety of socio-economic backgrounds. Some may need specific requirements. They could be new to working in theatre, or highly experienced. If there is any intolerance to any of these differences, or if you are not happy or comfortable inviting in Guests from a variety of diverse backgrounds then please do not apply to be a Host. NWT is committed to offering the people who work at the theatre a positive and comfortable experience no matter who they are.

Tickets for Hosts

We are not able to offer complimentary tickets to our accommodation hosts.

We will review this guidance periodically and will gladly update the contents based on the feedback we receive, where appropriate. To submit a comment or suggestion, please email Sam Bates admin@wolseytheatre.co.uk

Expected Standards and Best Practice

Please take the time to read through the below information on Expected Standards and examples of Best Practice when providing short-term accommodation.

We understand that many of the items listed could be considered common sense and that not every scenario can be covered. This document aims to provide deeper guidance to those unsure what is expected of them or of their Guests.

When using the word 'reasonable' we hope for our Hosts and Guests to agree what is fair and sensible based on all relevant factors.

Your Listing

Expected Standards

Host profiles and listings should be as complete and accurate as possible including:

- Host Bio (About You) section
- Verified email
- At least one photo of each room on offer
- A recognisable photo of the Host*
- A description outlining the accommodation on offer
- Clear Pricing - nightly, weekly and monthly
- Additional policies or rules
- Accurate location
- Accessibility
- House rules outlined in description

Best Practice

- 10 clear photos including all areas available to the Guest
- Pricing set at lowest possible amount without dynamic or seasonal variation
- Mobile and landline numbers entered on profile
- Full details of any house rules, expectations or standards other than those outlined within his Code of Conduct.

* Host profile photos are not required where there is no in-person contact with the Host. For example where the account is run by a business without a single point of contact or when the property is self-contained and keys/handover are dealt with remotely.

Pets and Allergies

Expected Standards

- Hosts should indicate if pets/ animals are in the property
- Hosts should indicate if pets are allowed
- Hosts should indicate if you are unable to accommodate assistance dogs e.g. Guide dogs/Hearing dogs for deaf people*

* The Equality Act 2010 states that anyone offering a service, must make reasonable adjustments for disabled people, so that they can access their venue, goods and services. Except in the most exceptional circumstance e.g. a surgical or hospital ward, this would mean allowing access to a disabled person and their assistance dog, even if you do not normally accept pet dogs.

Best Practice

- Details of any pets/animals present in the accommodation clearly indicated in description

- Details of any restrictions, allergies or rules regarding Guest's pets would be clearly indicated in description

Furniture and Fittings

Expected Standards

- Hosts should provide good quality beds, mattresses and bedding
- If the bed is temporary such as a sofa bed, this must be clearly indicated in the description

Best Practice

- Top quality beds and beddings are provided and renewed at least every 5 years
- Furniture and fittings are of good quality, robust and in full working order

Towels, Bedding & Laundry

Expected Standards

- Hosts should provide freshly laundered bedding and at least one bath-size towel for each Guest for each week's (7night) stay
- Changing of sheets and bedding should be by arrangement so as to respect the Guest's privacy
- Reasonable additional charges are acceptable if the Guest requires additional bedding or sheets within a 7 night period
- Hosts should facilitate use of laundry facilities including wash powder/tablets/liquid for one wash per 7 night stay unless expressly stated or agreed otherwise. (The Host is not expected to carry out laundry service for Guests.)
- Hosts should clearly indicate any restrictions of use in the description

Best Practice

- A plentiful supply of towels are supplied at no extra cost throughout the stay
- Hosts would offer unlimited laundry facilities with reasonable use applied

Children

Expected Standards

- It should be made clear to the Guest that anyone under the age of 18 years is likely to be present at the accommodation during the Guest's stay (where applicable)

Best Practice

- Hosts should provide DBS check on request should the Guest be travelling with those under 18

Messaging, Payment & Companions

Expected Standards

- Hosts should allow Guests to inspect the accommodation on arrival and prior to paying to ensure they are as advertised
- Hosts must agree terms of payment with the Guest prior to the Guests arrival.
- Any requirement for a deposit/commission and balance on arrival should be clearly stated on the description prior to booking

Best Practice

- Hosts would respond to booking requests, amendments and messages within 24 hours
- Guests staying for multiple weeks are able to pay weekly, by arrangement

Issues and Complaints

Expected Standards

- Hosts should respectfully raise any issues or complaints directly with the Guest and give reasonable opportunity to rectify any shortcomings
- If there is failure to rectify or agree a solution, early check-out may be required and the Host should provide feedback to the Guest, or to NWT at the earliest opportunity

Best Practice

- Hosts would calmly and respectfully resolve any issues with the Guest directly to facilitate a smooth completion of the booking

Cancellation and Early Checkout

Expected Standards

- Any additional cancellation policy enforced by the Host must be clearly detailed in the description at time of booking
- If for any reason the booking cannot go ahead as originally confirmed, the Host must inform the Guest at the earliest possible opportunity.
- If the Host needs to cut short the booking, details of the final date of departure and final payment settlement should be agreed with the Guest as soon as possible

Best Practice

- Host and Guests would calmly and respectfully facilitate any changes in the pre-arranged booking due to unforeseen circumstances, and agree a final settlement.

Being Respectful

Discrimination, Harassment or Bullying

Expected Standards

- Hosts must fully adhere to The New Wolsey Theatre's Code of Conduct and Dignity, Safety, Inclusion and Anti-discrimination Guidelines (see below)

Best Practice

- Hosts must fully adhere to The New Wolsey Theatre's Code of Conduct and Dignity, Safety, Inclusion and Anti-discrimination Guidelines (see below)

Cleanliness

Expected Standards

All areas accessed by Guests should be cleaned to a standard considered reasonable for a paying Guest, prior to arrival.

To include:

- Dusting and wiping all surfaces
- Vacuuming / sweeping
- Washing of all bedding and towels
- Thorough cleaning of kitchen, toilet, bathroom and all communal areas

- For stays of more than one week, the Host should make arrangements with the guest to change sheets, towels and clean on a weekly basis

Best Practice

- Hosts would make cleaning materials available for Guests' use. (Required for self-contained.)
- Hosts would ensure the highest possible standards of cleanliness were achieved

Safety & Legal

Expected Standards

- Hosts must meet all legal requirements for the type of property on offer
- Hosts should ensure reasonable measures are taken to maintain a safe environment in and around the accommodation including working fire alarm and carbon monoxide detector
- Hosts should ensure all Guest-accessible areas are made safe with no obvious dangers present

Best Practice

- Hosts would carry out and display on request a risk-assessment for all Guest-accessible areas
- Hosts would ensure all electrical and gas certificates were present and up-to-date (Required for self-contained)
- Hosts would inform all Guests of any safety concerns regarding the local area and advise on safest options regarding travel/routes to and from the accommodation

Security & Privacy

Expected Standards

- Hosts should provide a safe and secure place with locks to the outside of the property
- Hosts should clearly communicate any security measures, codes timings and/or procedures
- The Guests' party should have sole occupancy of the accommodation on offer unless stated otherwise. (The bedroom for 'Living-with-Host' or whole property for 'self-contained')
- Hosts should treat the Guest's area(s) as private and only enter by prior arrangement for cleaning or required access
- Hosts' Bathroom/Toilet doors should have suitable locks to ensure privacy
- Hosts should clearly state in the description if security cameras operate within the property

Best Practice

- Hosts would provide a set of keys/codes etc. for 24hr access only to appropriate parties e.g. Guests and other occupants. Required for self-contained
- Where personal contact is required or expected, the Host would give the Guest an appropriate balance of space to unwind after a busy day at work and offering a warm and welcoming home.

Heating and Ventilation

Expected Standards

- All Guest-accessed areas should be able to be heated (suggest to a minimum of 18°C).
- Guests should be able to control the heat (directly or by request) to within a reasonable margin
- Any restrictions of use or additional fees must be clearly stated in the description prior to booking

Best Practice

- Hosts would offer unlimited heating included in the total fee

Use of Kitchen

Expected Standards

- Hosts should offer reasonable access to allow Guests to make their own meals, store and refrigerate food
- Any food or supplies brought in by the Guest remain the property of the Guest
- Any limitations of use should be clearly indicated in the accommodation description

Best Practice

- Hosts would create ample fridge and cupboard space for a week's groceries for each Guest
- Hosts would offer tea, coffee, sugar and other items such as oil, salt and pepper etc. to prevent Guests having to travel with or buy basic items at every venue

Use of Bathroom

Expected Standards

- Hosts should offer reasonable access and clearly state in their description, any limitations of use
- Clean, hot water should be available at appropriate times. E.g. when arriving home after an evening show

Best Practice

- Unlimited hot water would be available whenever the Guest requires it

Use of Communal Areas

Expected Standards

- Hosts should offer reasonable access and clearly state in their description, any limitations of use

Best Practice

- Hosts would openly welcome Guests to all communal areas of the property, allowing them to feel at home

Feedback

NWT collects feedback on accommodation and Hosts on a regular basis to ensure the accommodation is suitable, as described, fit for purpose and provides Guests with a safe and welcoming space to stay.

What happens when/ if we receive negative feedback or a complaint?

NWT will consider negative feedback and/ or complaints as quickly as reasonably possible and determine action depending on the nature and severity of the feedback or complaint(s).

Failure to comply with these guidelines could result in action being taken against Hosts including termination of the relationship.

NWT welcomes feedback from Hosts on their experiences. Please email admin@wolseytheatre.co.uk if you wish to provide feedback about your experiences as a Host.

Code of Conduct

The Code of Conduct is comprised of the following guidelines that relate to Dignity, Safety, Inclusion, Anti-Discrimination and Expected Standards and Best Practice.

Safe Space Statement

NWT adheres to the principles of the below **Safe Space Statement** and we aim for the accommodation Hosts to adhere to the same principles when providing a place for Guests to stay.

“Every single one of us working on this project is entitled to work in a safe space: a space free of fear, a space free of bullying and harassment of any kind. We will work together honouring our differences and celebrating the gifts we each bring to the table.

We will treat one another with politeness and respect at all times and, if we are subjected to or witness bullying and harassment, we will speak out knowing that our voices will be heard and we will be taken seriously. Together we can create a safe space”.

Respect and Anti-Discrimination

NWT is committed to creating a stimulating, supportive, safe, welcoming, inclusive and diverse community, which nurtures a healthy environment and culture of mutual respect and consideration, allowing all members of the Theatre Community to thrive without fear of harassment, bullying, racial discrimination, sexual violence, abuse, coercive behaviour, sexual harassment or related misconduct.

The Dignity at Work Policy details this commitment and can be accessed [HERE](#)

Although The NWT Dignity at Work Policy applies to paid staff, volunteers, freelance staff, trustees, creative team members and contractors undertaking work on behalf of the organisation, we expect Hosts to adhere to the principles contained in this policy, and to act in a way and provide an environment that aligns with these principles of providing a space that is supportive, safe, welcoming, inclusive to our diverse visitors.

NWT deems any form of harassment as wholly unacceptable behaviour. Any incidents will be taken very seriously and complaints will be considered as quickly as possible. Failure to comply with these guidelines could result in action being taken against Hosts including termination of the relationship.

Unacceptable Behaviour

Unacceptable behaviour means any behaviour in word or action that is unwanted, unwelcome and undermines an individual's dignity. This includes all forms of discrimination, harassment, victimisation and bullying.

NWT defines harassment as single or repeated incidents involving unwanted or unwarranted conduct towards another person which it is reasonable to think would have the effect of (i) violating that other's dignity or (ii) creating an intimidating, hostile, degrading, humiliating, or

offensive environment for that person. Harassment may be verbal, psychological, or physical, in person or via a virtual platform, or through other methods of contact.

Examples of behaviour which may amount to harassment include, but are not limited to the following:

- Making sexually offensive comments about dress or appearance
- Engaging in harassment on the grounds of a person's sexuality (or assumptions about a person's sexuality) including making derogatory homophobic, transphobic, or biphobic remarks or jokes aimed at a particular person, offensive comments relating to a person's sexuality, refusal to acknowledge a person's gender or identity, or threats to disclose a person's sexuality to others
- Making offensive references to a person's race, ethnicity, skin colour, religion or nationality, dress, culture, background or customs which have the effect of ridiculing or undermining an individual or fostering hatred and/or prejudice towards individuals or particular groups
- Ignoring, disparaging, or ridiculing a person because of assumptions about their capabilities, or making offensive reference to an individual's appearance which may or may not be in the context of their disability

For detailed definitions and examples of acceptable and non-acceptable behaviour, please refer to the policy [HERE](#)

Protecting Guest and Host Privacy

It is important to create an environment that provides Guests with spaces where they can be physically, mentally, culturally, and environmentally safe. As such, certain behaviours and activities are not permitted.

- **Host entry:** Hosts should not access or attempt to access any private spaces unless there is an objective emergency, or after a Guest has given explicit permission and the Guest has a clear understanding of what the interactions will be and when.
- **Physical intrusions:** Hosts and those affiliated with them or working on their behalf must not access or attempt to access any private spaces without prior permission. In shared spaces, this refers to bathrooms when the Guest is inside and bedrooms. In entire-home stays, this refers to the stay itself and the property surrounding it.
- **Use of other's personal property:** Hosts and those affiliated with them or working on their behalf must not use personal property that is not intended to be shared without prior permission.
- **Private space interference:** Hosts and Guests must not restrict another individual's ability to enjoy a private space (unless in a pre-disclosed shared space), such as failing to provide a door to a private space or engaging in privacy-infringing activities, such as voyeurism.
- **Non-consensual content sharing:** Private or confidential details, photos or videos of Guests or Hosts must not be publicly posted unless the subject of the post has given consent.

I have read and fully understand the terms of this Code of Conduct and accept them:

Signed: _____

Date: _____

Print Name: _____