

# **Operating Manual**

## **Picture Gallery**

### **Founder's Building**

Royal Holloway, University of London

## Introduction

This operating manual is designed to give clear guidance in relation to all aspects of booking, setting up, using and maintaining the Picture Gallery.

The manual is divided into sections representing a particular area of service provision.

Please note that individual teams (Security, Catering, etc) will have specific policies & procedures for the Picture Gallery which go into a greater degree of operational detail than can be provided here. These specific policies and procedures are available on the FM shared drive.

## Background of the space

The room and its contents are of great historical and monetary value and **as such the security of the gallery must be the first consideration**; the use of the Gallery is therefore controlled and staff and clients are asked not to deviate from the guidance given.

**Security Services are the only team authorised to open and de-alarm the area.**

For Internal bookings the Gallery will not be manned by a College Officer. The organiser will be responsible for overseeing the Gallery and its proper use for the duration of booking.

# **Cleaning, Porterage & Maintenance**

# 1. Cleaning, Porterage & Maintenance

The Picture Gallery is under the care of the Founder's Housekeeper who will ensure that the procedures detailed below are followed and that any faults are correctly reported through to the appropriate teams.

**Only persons who have received the relevant training and have signed to confirm this are allowed to operate in the Picture Gallery; records are kept on the FM central drive.**

## 1.1 General Care

**In the absence of any bookings** the Gallery is cleaned once per week (on a Wednesday morning at 08:00 hours for an hour). The basic clean consists of:

- floor is v-mopped (dry mop with micro-fibre pads) and vacuumed to remove dirt and grit;
- skirting boards and level surfaces are dusted;
- doors and ironmongery are to be polished;
- a visual check of the area is completed to include all furniture, fire safety, and general wear and tear.
- The windows are cleaned once per year prior to Graduation (external only)
- Internal window clean is to be arranged 'as required' and coordinated by Accommodation Services

## 1.2 Pre-booking clean and set-up

The Housekeeper is made aware of the bookings in the Gallery through the Kinetics System.

- The Gallery is checked **before every booking** and when necessary cleaned as per 1.1 above.
- In addition to the basic clean there is to be an electrostatic clean of the floor (using a microfiber mop) following the floor care guidelines provided by the installer. **ONLY** an appropriate wood floor cleaner is to be used and full training and supervision given before the clean is undertaken. (See appendix for guide)
- A number of layouts are available as standard to accommodate music recitals, lectures, etc. and these will be made clear from the Kinetics booking sheet.  
(See appendices for layout options)
- The Housekeeping team will ensure that the heating is on and that all lights are working

**1.2.1 Protection of floor** - The floor in the gallery must always be protected from possible damage.

- **When moving furniture always use the appropriate trolley provided.**
- If moving individual items of furniture always lift and place; do not drag items.

- If you cannot safely lift and place please call for assistance.
- Please ensure any liquid that is spilt is cleaned up immediately.
- All wheels must be of a rubber type on trolleys, pianos, etc. to ensure the wooden floor is not damaged

**1.2.2 Chairs** are only to be transported using the appropriate chairs stacking trolley provided or carried individually; care must be taken at all times to protect the floor so operatives must check for any damage to the wheels on trolleys before use.

- **Under no circumstances should any chairs, other than those provided, be used in the gallery.**
- Chairs that are to be set up in rows consisting of five or more chairs must always be linked together with an appropriate linking device. Any faulty linking devices or damaged chairs should be reported to Accommodation Services, they will be taken out of service and repaired and as soon as possible. (Ext 3273)
- The chair store on W1 is designated as storage for any chairs not needed for a particular booking. Please ensure that they are stacked neatly in columns no taller than eight chairs high and are moved to and from the store using the appropriate trolley.

**1.2.3** Where **tables** are to be provided for an individual booking these must be transported using the appropriate trolley provided, never rolled into place.

Once in the gallery tables must be carried into position, never rolled or slid across the floor, and a visual inspection of table legs and feet should verify that the table has an appropriate protective barrier to prevent the floor being damaged by the metal table legs before they are set.

**\*Gallery Concert Grand Piano.**

**Under no circumstances are items to be placed on/or against the piano. Please note that the Piano should only be moved by appropriately trained staff. Any queries should be directed to the Music Department.**

### **1.3 Cleaning of Pictures**

Please note that the pictures in the gallery are under the care of the College Curator, and **under no circumstances are the pictures to be touched** other than as outlined below.

The artwork that is within reach of a person standing on the floor will be cleaned once a month by the Assistant Housekeeper/Housekeeper for Founder's as below:

- a. A soft cotton cloth, or feather duster, is to be used for dusting the frames and the glass frontage.

- b. The area under the pictures and within the roped area can be vacuumed using a small low suction nozzle and then dry mopped.

For artwork at a higher level cleaning is to be completed every 3 months with the help of Estates Services and an appropriate platform (to coincide with bulb replacement program).

**Important:**

- The Pictures themselves are individually alarmed and Security must always be present to deactivate the system before cleaning begins.
- No liquid of any description, even a moist cloth, is to be used in any element of cleaning artwork.
- Artwork should **never** be moved.
- Avoid dusting any areas of paintings that are not glazed.

#### **1.4 Cleaning of Lighting**

- The chandeliers will be lowered and cleaned every 3 months, in conjunction with the Estates Services pre-planned maintenance regime.
- The fittings to be dusted and all blown bulbs replaced with new.
- Housekeeping will note any blown bulbs and report to the FM Help Desk for a work request to be undertaken to change them. This will be carried out every Wednesday during the weekly cleaning operation - *unless the number of bulbs blown is excessive and impacts the lighting levels and look of the room.*

# Bookings

## 2. **Booking of the Picture Gallery**

All enquiries for use must be directed through Sales & Marketing by E-Mailing [roombookingsandcatering@rhul.ac.uk](mailto:roombookingsandcatering@rhul.ac.uk) or by telephoning 4149

All bookings are subject to availability and will only be accepted on a first come first served basis.

### 2.1 **Availability and Times**

- **Term Time, Monday – Friday, 8.00 a.m. – 7.00 pm**

There will be no room hire charge for use of the Picture Gallery during these times.

- **After 7.00 pm**

The Picture Gallery will be closed except for the events identified below:-

- College events organised by the College's Events Office
- Rehearsals/concerts specific to the Picture Gallery requested by the Music Department

Should any member of staff/department wish to use the Picture Gallery outside of these hours and the events specifically listed above, there will be a minimum operating charge of £180.

- **Term Time, Weekends (Saturday & Sunday)**

All events will be charged at the standard external rates less 10% - this is not applicable on the room hire charge and excludes the events identified below:

- Events organised by the College's Events Office as follows
- Heritage Day, Garden Party, Graduation and Recruitment Open Days

- **Vacations**

Any enquiries for use during the vacation must be directed to Sales & Marketing by E-Mailing [roombookingsandcatering@rhul.ac.uk](mailto:roombookingsandcatering@rhul.ac.uk) or by telephoning 4149

All events will be charged at the standard external rates less 10% - this is not applicable on the room hire charge



## 2.2 Booking Guidelines

- **Internal bookings** (ad-hoc room only bookings without catering)
  - All enquiries for use must be directed through Sales & Marketing by E-Mailing [roombookingsandcatering@rhul.ac.uk](mailto:roombookingsandcatering@rhul.ac.uk) or by telephoning 4149
  - Room will be booked and confirmation will be sent by email.
  - Facilities Management reserve the right to refuse or cancel the event should it be considered an inappropriate use of the space.
  - Following confirmation, it is the responsibility of the organiser to arrange and book any additional services:-

**Room set up service:** Porters via email:  
<http://www.rhul.ac.uk/Restricted/Facilities-Management/Services/portering.html>

**Cleaning Services:** contact: Founder's Housekeeping Office on 3952 (01784 443952) or Accommodation Services on 3273 (01784 443 273)

**Audio Visual:** via email:  
<http://www.rhul.ac.uk/Information-Services/Audio-Visual/>

**Security Services:** contact via email: [Security](#)

**Tours:** contact The Events Office on 01784 443004

**Piano Hire:** enquiries for use of the Concert Grand Piano via the Concert Manager [V.Gordon@rhul.ac.uk](mailto:V.Gordon@rhul.ac.uk) a charge is applied by the Music Department for use of the piano.

- For Internal bookings the Gallery **will not** be manned by a College Officer. The event organiser will be responsible for overseeing the Gallery and its proper use for the duration of the event/booking.
- If the event is not to go ahead and is cancelled, it is the organiser's responsibility to contact Sales & Marketing (out of hours the Security Control Centre) and inform them of the change in booking status. The organiser must also contact any ancillary service providers to cancel those service requirements.
- In the case of no shows following the unlocking of the Gallery a £25 no show charge will be incurred by the organiser's department/section. (i.e. no show after 15 minutes of opening)
- The Gallery will be locked at the end of each booking by the Security team and should events finish before time or run over time the organiser must contact the Security Control Centre and inform them of the change.

### **2.3 INFORMATION YOU WILL NEED TO PROVIDE SALES & MARKETING WHEN REQUESTING A BOOKING**

PERSON BOOKING THE EVENT:	Name of the person who is booking the event and is pre-event contact but not in attendance.
CONTACT DURING THE EVENT:	The name of the person who is responsible for overseeing the event and in attendance – The Event Organiser.
TYPE OF EVENT:	Presentation, Concert, Viewing/Tour, Banquet etc.
NUMBER EXPECTED:	Known or anticipated numbers attending which must not exceed the fire regulations for the layout required.
LAYOUT OF ROOM:	To be requested through Sales & Marketing in line with designated room layouts.
DEPARTMENT/ADDRESS:	Contact details of organisation/department.
DATES AND TIMES:	Access time, start time, end time and closing times for the event and any other timing relevant to the event.
RESTRICTIONS TO USE:	Smoking is NOT permitted. Helium balloons are not permitted.  Loud music & dancing are not permitted. Live unamplified music such as String Quartet, Harp & Piano are permitted.  The Picture Gallery is not available for Student Society events.  No naked flames (candles) smoke or bubble machines of any kind are allowed.  Staging can only be erected with the approval of the Facilities Management Dept.  Refreshments catering must only be provided by Facilities Management Catering  Under no circumstances can persons enter the perimeter roped area or place portable items in that area.

# **Security, Fire & Access**

### 3. Security & Fire

Given the importance of the security of the space and its contents the Head of Security has the authority to take operational control over the space. A detailed Policy and Procedure for the Picture Gallery has been created by the Head of Security Services as well as a Security Risk Assessment undertaken and his staff will not deviate from this unless authorised to do so by the Director of Facilities Management.

#### **The main operational points for the opening of the Picture Gallery:**

- 3.1 The intruder alarm system will always remain on and fully armed, when the Picture Gallery is not occupied.
- 3.2 When the gallery is to be occupied, the Intruder alarm will be disarmed to coincide with the arrival of the officer who will remain in attendance at the Gallery for all external events. That officer will communicate to the Security Control Room for permission to enter the gallery.
- 3.3 The CCTV system in the gallery area will be checked prior to permission being granted and confirm the Security Officer present at the Gallery is not under duress. **Under no circumstances are unauthorised persons allowed inside the perimeter roped area or to place portable items in that area.** Signs informing users of this restriction are posted strategically in the room.
- 3.4 When the gallery is vacated, the intruder alarm will be set immediately and the Security Officer on duty (for external events) will not leave the area until it has been confirmed that the alarms are on by the Security Control Room.
- 3.5 When the Gallery is used for internal events, the Gallery will be opened by a Security Officer at the requested time, and the event organiser will be responsible for overseeing the Gallery and its proper use for the duration of that booking/event.

#### **3.6 East End Doors to the Picture Gallery**

There are conventional mortise locks and electro-magnetic locks securing the east end doors to the Gallery - these are connected to the Founders Fire alarm system.

These doors will only be opened under special circumstances such as emergency egress or with the authorisation of the Head of Security Services.

### **3.7 East End Doors to the Picture Gallery – Function Safety**

There is a procedure for the control of these doors when the Gallery is occupied.

3.7.2 When the Gallery is occupied, the East Gallery grille is to be raised and the mortise locks on the east end doors will be in the unlocked position and the control key switch should be in the off position. In this position, should the fire alarm sound, the doors will automatically unlock to allow emergency evacuation.

The both grilles are to be in the open position prior to occupation of the Gallery.

### **3.8 FIRE**

The Gallery is protected by an aspirated fire protection system linked to a fully addressable panel.

**In the event of an activation in the gallery the Founders Security Team will investigate immediately and instruction given as to whether the call needs to go to the Fire Brigade or if the alarm is the result of a fault.**

The space is usually 'evacuated' but is under special supervised arrangements during exams and some other functions (see Security Procedure).

**Please follow instructions on the fire action notices.**

#### **3.81 Capacity. 200 persons.**

As per latest and compliant fire risk assessments, the maximum occupancy of the picture gallery is 200 persons. This number is subject to reduction dependant on the event type and desired configuration.

Detailed configurations for all events are contained in Appendix A.

## **4. Accessibility**

The Picture Gallery is ambulant accessible via the ramps from the North Quad and via the Founder's internal accessible route.

The Gallery has been equipped with an induction loop system and appropriate signage is in place.

The safe route for the ambulant disabled is via either final exit and out to the North Quad and toward the assembly point on the NW lawn.

Alternative format guides to the pictures are available through the Educational Support Office.

# **Audio Visual**

## 5. Audio Visual

The gallery AV settings are largely pre-set and variations other than those below should only be undertaken with the assistance of the AV Department.

5.1 The only controls that are user adjustable in the AV cabinet are listed below: A copy of the operating instructions is located inside the AV cabinet.

### 5.1.1 DIGITAL EQUALIZER. (Top right hand corner in cabinet)

The three push buttons on this equipment should be operated when the associated equipment is to be used, as follows:

**Button 1, Hand held radio microphone**

**Button 2, Lapel radio microphones**

**Button 3, Music and/or SM 58(wired hand held microphone)**

If these push buttons are not selected the equipment will not work or work at reduced performance.

### 5.1.2 AUDIO MIXER (Equipment with 4 level controls)

The four labelled controls should be adjusted to give the required sound level for:

- **Radio mic. 1**
- **Radio mic. 2**
- **MC 3 (hand held wired mic.)**
- **Line (used when external equipment is connected i.e. MP3 player)**
- **CD / Tape**

PLEASE NOTE, **ONLY** THE CONTROL(S) THAT IS / ARE **IN USE** SHOULD BE ADJUSTED. MAKE CERTAIN **ALL OTHER CONTROLS ARE TURNED FULLY ANTI-CLOCKWISE.**

INCORRECTLY ADJUSTED CONTROLS MAY CAUSE FEEDBACK.

Batteries for the radio microphones may be obtained from the security personnel in attendance or, AV.

Audio Visual can be contacted on: 01784 443319

# **Catering Services**



## 6. Catering

### Introduction

The following guidance is taken from the Catering Services Operational Manual for the Picture Gallery.

The space is used extensively for functions and the set ups and the formats requested can vary greatly however the basic instructions here are applicable to all agreed functions.

The Gallery can seat a maximum of 120 people for formal meals and is an ideal setting for a silver- service dinner or a wedding reception. The Sales Team and the Banqueting and Conferences Team will discuss all requirements with the client before selling the space and will ensure the guidance in this document is clearly understood.

**PLEASE SEE APPENDICES (in Appendix A) FOR DESIGNATED SEATING/SETUP PLANS.**

6.1 No table decorations other than flowers or other immobile decorations are allowed Novelty items such as balloons indoor fireworks, remote controlled toys etc are totally banned form the Picture Gallery.

6.2 Candles or other naked lights are not permitted in the picture gallery.

6.3 At no time during any event in the picture gallery should there be any dancing, entertainment or group activity that could result in damage of the pictures. Conference organisers should be particularly aware that this applies to 'surprise' interval entertainment they may wish to book as part of an event.

6.4 Special permission from the Director of Facilities Management or his designated deputy must be sought for any function that deviates from the above criteria. On no account should organisers be given permission hold any sort of exhibition or display in the picture gallery without full consultation. Exhibitions using tall posters and displays compromise the security systems used in the picture gallery.

6.5 Please note section on moving tables under Cleaning, in addition:

The current use given to the picture gallery puts a great deal of strain on the integral design feature so the gallery such as the floor, walls and decorative features.

The following points must be observed at all times when moving tables and chairs:

- Correct moving equipment such as trolleys must be used at all times. Items of equipment and furniture should never be dragged.
- Only authorised personnel should be involved in moving tables and chairs
- Those moving furniture must always work to an agreed layout plan

- It is the responsibility of the Hospitality, Conference and Banqueting Manager to ensure that all tables and chairs used in the picture gallery are maintained in a suitable condition to avoid causing damage to the picture gallery floor

#### 6.6 Positioning of bar and bar services:

- No cash bar of any kind is allowed inside the picture gallery these must be situated outside of the picture gallery doors. This is to avoid problems with water damage, coolant etc.
- **The use of hot cupboards and regeneration equipment is strictly prohibited**

#### 6.7 Team briefing

It is particularly important that the team briefing to catering staff, before the event, includes health and safety and security instructions regarding the picture gallery. In particular the following should be covered.

- Action staff should take **in the event of a fire alarm** – follow correct fire exit signs, assist guest out of the building and instruct them to gather at the designated fire assembly point.
- **Action staff should take if they see anything suspicious** on the part of any the guests – inform the security guard on duty or Security Control Office immediately
- Action to be taken in **the event of accidents** in the picture gallery i.e. spillage dropped items – remain near the spillage until help arrives. Ensure that suitable signage is used to inform people of the spillage
- **Special attention given to children** and their parents informed immediately if they start moving away from their tables and towards the paintings

#### 6.8 Opening of bottles

- As a general rule all bottles **especially champagne** should be opened outside the picture gallery. This is to avoid flying corks damaging pictures, broken bottles damaging the floor etc.

## **APPENDICES**

### **Appendix A**

Individual plans and layouts.

(Electronic versions currently being produced on CAD)

### **Appendix B**

Cleaning Specifications for Wooden Floor

Cleaning Specification for Heating Well

### **Appendix C**

Planned Maintenance schedule inserted here.

### **Appendix D**

Maintenance and decorative specifications (O&M extracts)