HSV: 939 – Event involving a one off overnight hotel stay

MS Society Guidance Document

Revision 3 – February 2025

This form Applies to events which involve a short, one-off overnight hotel stay. It also applies where the hotel provides activities (such as Centre Parks) which are open to the public and managed by the hotel. A competent person must manage the hotel and its activities. Their role includes setting up and managing the venue, its emergency arrangements and all its activities throughout the event.

Volunteers or staff members attending must not provide personal care that would normally be delivered by carers.

If there’s a collection box available or a raffle or quiz is held while at the venue, then this form is sufficient as long as the Event Organiser is familiar with our guidance on raffles and [money coming in](https://volunteers.mssociety.org.uk/resources/7511).

Providing our guidance is followed and this form has been completed, this activity will be covered by our insurance.

# Action before an event

The Event Organiser must:

* Take a copy of the third party, Public Liability Insurance (PLI), details to include: name, date, product or service and cover amount (minimum of £5 million). Upload with the completed guidance document as instructed in the action plan below.
* Where overnight accommodation is provided, they need to request and receive written confirmation that the third-party provider has appropriate risk assessments in place for the residential aspect of the visit, taking into account the attendees’ accessibility needs.
* Where activities are offered, they need to request and receive written confirmation that the third-party provider has appropriate risk assessments in place for the activities on offer, taking into account the attendees’ accessibility needs.
* Check that the venue is accessible and meets the needs of those that will be attending (e.g. it has suitable toilets and washing facilities).
* Check the venue’s emergency arrangements (e.g. fire and first aid provision).
* Ensure that the Event Organiser will be available during the event to deal with any emergencies, problems, or questions.
* Ensure any equipment that the Event Organiser brings for attendees use (skittles, soft archery, Boccia) is maintained and inspected in accordance with the manufacturer’s instructions.
* If a photographer is attending, contact the Digital and Services team at [stories@mssociety.org.uk](mailto:stories@mssociety.org.uk) to discuss what’s needed.

## Actions that need to be taken by the Event Organiser

* Provide details of the Event Organiser (name and mobile phone number) to all attendees.
* Provide location address (map if appropriate) of the venue to all attendees.
* Ask attendees to bring emergency contact details with them.
* Advise attendees that they should, where appropriate, bring their own snacks as food facilities will be limited to what is available at the venue.
* Advise attendees that if they have specific needs that require Personal Care, they must bring an appropriate carer with them. Further information can be found at:[PC volunteer info](https://volunteers.mssociety.org.uk/resources/personal-care-policy) or [PC staff info](https://axon.mssociety.org.uk/Interact/Pages/Content/Document.aspx?id=1086&utm_source=interact&utm_medium=quick_search&utm_term=Personal+care+).
* If lone working can’t be avoided, remind attendees to read the MS Society lone working policy which can be found at: [LW volunteer info](https://volunteers.mssociety.org.uk/lone-volunteering) or [LW staff info](https://axon.mssociety.org.uk/Interact/Pages/Content/Document.aspx?id=10967&utm_source=interact&utm_medium=quick_search&utm_term=lone+).
* If under 18’s or vulnerable adults attending the event view the safeguarding guidance at: [SG volunteer info](https://volunteers.mssociety.org.uk/safeguarding) or [SG staff info](https://axon.mssociety.org.uk/Interact/Pages/Section/ContentListing.aspx?subsection=3140) for details on what is needed.
* For queries regarding disclosure checks; present these to the Volunteer Support Team if a volunteer, or your line manager if a member of staff.

Ensure Volunteers are aware that if anything is worrying them in their role, they can contact [supportwellbeing@mssociety.org.uk](https://eur02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fvolunteers.mssociety.org.uk%2Fsupportwellbeing%40mssociety.org.uk&data=05%7C02%7CJo.Duffy%40mssociety.org.uk%7C9f18147c197b407bd26208dd19fac67d%7Cd0f0951107ff43f2b681a95870a56656%7C0%7C0%7C638695287042268947%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIwLjAuMDAwMCIsIlAiOiJXaW4zMiIsIkFOIjoiTWFpbCIsIldUIjoyfQ%3D%3D%7C0%7C%7C%7C&sdata=BLhL%2BmGur9P7ZS%2FkVFR9kDjPAtRy2OUam8h1Lyc45mo%3D&reserved=0) for a confidential chat.

# Action on the day

* Keep a charged mobile phone available in case of emergency.
* If the venue doesn’t have a signing in system, ensure the Event Organiser completes [HSV: 111A - Attendance register](https://volunteers.mssociety.org.uk/resources/4736).
* Set the meeting, and any activities, up in line with the venue’s requirements, ensuring emergency access routes are unobstructed, and no slip or trip hazards are created.
* Inform attendees:
  + who the Event Organiser is.
  + what the emergency arrangements are.
  + that they’ll be expected to deal with everyday risks.
  + that they should use the facilities as specified by the venue.

If using a Gazebo that is not managed by the venue or an external organiser, please complete HSV: 125 Gazebo checklist which can be found [here](https://volunteers.mssociety.org.uk/resources/7516).

This form covers involvement in low level activities such as crafting and games like soft archery, skittles, or indoor bowls. If a group wishes to take part in this type of activity:

* Instructions and any safety requirements must be displayed on the day and participants must agree to follow them.
* Where appropriate, equipment should be moved, set up and supervised by individuals competent to do so and in line with the manufacturer’s instructions and Event Organiser’s requirements.

**Exclusions: Any activity that involves the use of heat, hazardous chemicals, electrical or mechanical equipment is not covered by this form. For activities that may involve these, please contact the Volunteer Support Team.**

# Action after the event

If an accident or incident occurs as part of the event it must be reported on the appropriate form (HSV: [122](https://volunteers.mssociety.org.uk/resources/HSV-122)/ [123](https://volunteers.mssociety.org.uk/resources/HSV-123)), and returned as instructed on the form.

# Action Plan

# Guidance form to be completed

This form will need to be updated and signed.

* for each new event.
* if the venue makes changes.
* if there is a new Event Organiser.

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| --- | --- | --- | --- | --- |
| Date of event | Type of event/ venue address | Date event logged with volunteer support/ or on SharePoint | Name of MS Society Event Organiser | Signature of MS Society Event Organiser |
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## What next?

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| --- | --- |
| All Events for the MS Community both Volunteer and staff run | All Staff led events (where attendance is not restricted to the MS Community and staff only events) |
| The Event Organiser should sign to confirm the above actions will be completed, and email this completed document along with copies of the Public Liability Insurance to the [Volunteer Support Team](mailto:volunteersupport@mssociety.org.uk) as an attachment. | The Event Organiser should sign to confirm the above actions will be completed and upload this document along with copies of the Public Liability Insurance to the relevant folder on SharePoint. Please inform [healthandsafety@mssociety.org.uk](mailto:healthandsafety@mssociety.org.uk) when this has been completed. |