W.D Entertainment

Company Policy Handbook

Health & Safety Policy

We maintain equipment, assess risks, provide safe instructions, investigate incidents and comply with UK health and safety legislation.

Quality Policy

We provide reliable, tested equipment and professional customer service while continually improving quality.

Safeguarding Policy

We protect children and vulnerable adults, expect professional conduct and report safeguarding concerns.

Equality & Diversity

We provide services fairly and without discrimination.

Environmental Policy

We minimise waste, recycle where possible and dispose of electrical waste responsibly.

Complaints Policy

Complaints are investigated promptly and fairly.

Risk Assessment

Risk assessments are completed where appropriate before deliveries, installations and events.

Equipment Hire Terms

A refundable security deposit is required before hire. Damage, loss or theft may result in the deposit being retained. If repair costs exceed the deposit, the hirer must pay the remaining balance. Lasers must never be pointed at anyone's eyes. Equipment must be returned complete and on time.

Review

Policies are reviewed annually.