



NATIONAL ROWING CENTRE

PROCEDURE MANUAL FOR CASUAL USERS

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INTRODUCTION

The National Rowing Centre is Rowing Ireland’s primary rowing facility. It has three main elements:

- The NRC building housing the boathouse area, gymnasiums, changing areas, cafeteria, offices and meeting facilities.

- The grounds adjacent to the building which are used for temporary boat and equipment storage areas during events and camps, and also for limited car parking
- The lake which contains the 2000m course and extensive open water rowing training areas.

The purpose of this manual is to set out simple procedures and arrangements to ensure that all groups and individuals making use of the Centre can do so in a safe and orderly manner.

BOOKING PROCEDURE

Booking

The usage of the NRC is only available when not conflicting with other Rowing Ireland activities, and is scheduled on the completion of a booking form. The following are examples of situations for which bookings must be made using the appropriate booking form (page 18):

- Running a Regatta
- Running a Head of the River
- Organising a Training Camp
- Training on the course
- Other events (Triathlon. Orienteering etc)

Procedure

Completed booking forms

<https://www.rowingireland.ie/about-us/the-national-rowing-centre/>

should be forwarded to the Financial and Operational Lead. No bookings will be accepted until this form has been completed and agreed.

On receipt of a booking form, the Financial and Operations lead will, having checked availability, determine if the booking can be facilitated. He will then confirm or refuse the booking by e-mail. If confirming a booking, a price for the services required together with the terms and conditions required will be included and the party booking the NRC will be requested to confirm acceptance.

Schedule of Fees

2021 fees for NRC hire are set at €3000 per day with a refundable damages bond of €500. A booking deposit of €500 is required immediately on confirmation of your event date from the Finance and Operations Lead. Up until your booking deposit is paid your preferred date of hire cannot be guaranteed.

Quotes for non-standard booking such as meetings or non-rowing events can be obtained from the Financial and Operations lead.

Events on the Rowing Ireland Calendar

All NRC based Rowing Ireland calendar events which are agreed at the AGM will be provisionally placed on the NRC booking calendar. They will still require a booking form to be completed in order to confirm booking.

EVENT BOOKING CONDITIONS

Where the NRC is booked for an event, the following shall apply unless agreed otherwise in writing by the Finance and Operations Lead or another authorised representative of Rowing Ireland.

Safety

During such events and camps, at all times that scullers or crews are on the water at least one launch must accompany them. Scullers or crews may only use the lake during daylight hours.

Availability

The NRC will be available during normal working hours. Any access after this time must be by arrangement and an additional fee may apply.

Security

The NRC is not responsible for any damage caused to property whether on Rowing Ireland property or the property of the ESB or Coillte. It is strongly recommended that security must be provided by the events organiser. This is the responsibility of the organising committee but can be arranged by the NRC on request and subject to staff availability.

Lake Water Levels and Weather

Users of the lake should be aware that water levels on the lake can vary considerably. NRC staff will liaise with the ESB to ensure adequate water levels are available but this cannot be guaranteed. Care should be exercised when water levels are low and underwater hazards may be present. Care should also be taken when using the slipways. Event and training camp organisers should always be aware that the lake is open and vulnerable to wind and other climatic events. Organisers should note weather forecasts and not take to the water in the event of adverse or deteriorating weather conditions. The advice of the Finance and Operations Lead should be sought if in doubt.

Coaching Launches

Launches may be hired by the NRC petrol needs to be supplied by the event organiser. The launches should be inspected prior to use and any damage agreed with the NRC maintenance assistant. Any incidents or problems with the launches must be notified to the NRC maintenance assistant immediately. The launches should be inspected again at the conclusion of the camp and the NRC reserve the right to bill the Club for any damage identified.

Launch users must be deemed competent operators and must be intimately aware of the current circulation pattern in operation at the NRC. Launch users must also wear a life jacket, and use the boat ignition cut-out safety line. They must also carry the provided safety kit in

the launch which has a first aid kit, throw rope, space blanket, bailer, horn, flotation ring and knife.

Traffic Pattern

A traffic pattern for training and for racing is on display at several places near the launching area. Soft copies are available from the NRC maintenance assistant. In the interest of safety this pattern must be followed without exception. Failure to do so may result in the Finance and Operations Lead or his delegate stopping the event or requesting the offending crews to leave the NRC.

Flotation Devices

It is the responsibility of the club to ensure that all coxswains and occupants of launches wear a personal floatation device at all time while on the water. Flotation devices for launch occupants will be provided by the NRC. A charge will be levied in respect of any PFD's not returned at the end of the hire period. Failure to wear a PFD may result in the Finance and Operations Lead or his delegate stopping the camp or requesting the offending individuals to leave the water.

Food

No food may be sold anywhere in the NRC other than by the holder of the NRC food franchise.

Payment

An invoice will be issued and payment should be made within seven days of the event taking place.

Cancellation

No charge will be made if the booking is cancelled within one week prior to the scheduled date of the camp. In the event of a later cancellation due to inclement weather, the fee may be waived at the discretion of the NRC Committee.

Cleaning

The club organising the camp or event shall be responsible for ensuring the NRC (including the grounds and toilets) is left in a clean condition. The club must ensure that the toilets are manned and checked on a regular basis and that they ensure that they know where to empty bins and other necessary toilet facilities. In the event that the NRC is left in an excessively dirty state, a clean-up charge not exceeding €250 may be imposed.

Boat Storage

Subject to the availability of space, boats may be stored in the compound. Boats may not be stored in the boathouse without the permission of the NRC lead.

The Course

Every effort will be made by NRC staff to ensure that the 2000m Albano course is in a serviceable condition. Training Camp organisers should under no circumstances interfere with the course, including the removal or moving of buoys or markers. Any difficulties with the course should be reported to the NRC

SECURITY

Responsibility

The Finance and Operations Lead is responsible for the security of the NRC.

Method

Access to the NRC is controlled by a fob operated barrier at the road. The slipping area is restricted by a fence, the gates to which have both locks and fob access. Access to the building is controlled by both key and fob access. A monitored alarm is also in operation.

Access

Access is permitted as follows:

Category	Key (Front Door)	Fob	Door to be used
NRC Staff	Yes	Full	Front
HP Staff	Yes	Full	Front/Lower
Catering Franchise	Yes	Restricted	Front
HP Athletes	No	Restricted	Lower
Others	No	Restricted	Front

Fob/Key Issuing:

Issuing keys and administration of the Access Control System (fobs) is the sole responsibility of the NRC Lead.

Keys: Keys to the external door and other areas will be issued by the Administrator and a list of same will be maintained. Keys should not be duplicated without the express permission of the Administrator.

Fobs: Fobs will be issued by the Lead and the name of the user entered on the ACS. A fee of €10 will be charged for each fob issued (not applicable to fobs issued to staff for their own use)

The ACS will be reviewed at least annually by the Finance and Operations Lead and any persons no longer requiring access will be deactivated.

Building Access Arrangements

When the Finance and Operations lead is on duty, (normally 8:30 – 17:00 Monday to Friday), the front door to the building will be unlocked and the alarm deactivated. Outside these hours other key holders may open the doors and deactivate the alarm.

WATER SAFETY – HP/TENNANT CLUBS/ALL USERS

Launching

When events are not taking place any of the four slips may be used for outward and inward purposes. Extreme caution must however be observed. The day before and during any events, slips No: 1 and No: 2 must be used for outward traffic and slips No: 3 and No: 4 for inward traffic.

Traffic Patterns

In the interest of safety, the training pattern must be adhered to at all times. If crews/scullers wish to train above or below the course, they should always follow maritime rules, i.e. “stay on the left”. travelling up the lake on the boathouse side and travelling down the lake on the northern shore.

Launches

Where possible a launch should accompany all crews while training. The occupants of the launch must wear an appropriate Personal Flotation Device and the launch should be equipped with a safety bag which will contain the following as a minimum:

- Throw line
- Knife
- Bailer
- Horn
- Foil Blanket
- Floatation Ring

Launch users must be deemed competent operators and must be intimately aware of the current circulation pattern in operation at the NRC.

Unaccompanied Scullers

It is strongly recommended that scullers should not train unaccompanied. Junior and inexperienced scullers and crews should never be permitted on the water unaccompanied. If more experienced scullers are going on the water unaccompanied they must sign out on the whiteboard provided listing their name and expected return time. On their return they must clear the entry at once.

Restricted Visibility

Crews and scullers must not row where there is less than 500m of visibility. Rowing after dusk or before dawn is not permitted under any circumstances.

Petrol storage

Petrol tanks must not be stored in the boathouse. At all times when not in use they must be stored in the bunded container in the compound. Note the bunded container must remain closed and locked at all times.

The Course

Every effort will be made by NRC staff to ensure that the 2000m Albano course is in a serviceable condition. Users should under no circumstances interfere with the course, including the removal or moving of buoys or markers. Any difficulties with the course should be reported to the Finance and Operations Lead.

NATIONAL ROWING CENTRE – LAKE TRAFFIC RULES

NOTE: These Rules should be read in conjunction with the two circulation patterns at the end of this document marked “NRC – Traffic Rules - Training” and “NRC – Traffic Rules - Racing”.

BASIC RULES FOR ALL OCCASIONS

- 1.1 Traffic flow will always be in a clockwise direction.
i.e. NRC (South) shore going towards start.
Far (North) shore going towards finish.
- 1.2 Lanes are numbered 0 to 7 (8 lanes) from the North shore.
- 1.3 Launching Pontoons are numbered 1 to 4 from Left to Right (South to North).
Crews/scullers going out may only use pontoons 1 and 2 and shall proceed along the southern shore toward the start.
Crews/scullers returning to shore may use only pontoons 3 and 4 which must be approached from the direction of the finish along the Southern Shore.
- 1.4 With the exception of 1.8 below, boats may not cross the course at any time.
- 1.5 Boats approaching the start pontoons must be aware of the current circulation pattern in use.
- 1.6 Whether Racing or Training, crews and scullers should proceed at least 100 metres beyond the Finish Line before turning to the left, around the orange buoys and proceeding back along the Southern shore towards the pontoons. All crews and scullers are only to turn around the orange marker buoys beyond the Finish, clockwise, before returning in front of the Finish Tower. At no time is any crew or sculler who has finished a race, or completed a training row, to return in front of the Finish Tower without turning around the orange buoys, nor to cross any portion of the course. Crews are not to cross the line whilst a race is finishing.
- 1.7 Crews/scullers may proceed through the bridge and row within 100m of the Dam. (any closer will activate alarms) They must at all times observe the clockwise pattern. Caution must be observed when approaching the bridge on the return trip as crews may be turning.
- 1.8 Crews/scullers may row down the lake beyond the finish of the regatta course. If doing so directly from the slipping area, crews/scullers should proceed at least 100m towards the start before crossing to lanes 0-5. EXTREME CAUTION must be exercised when crossing the circulation pattern. Under no circumstances should crews/scullers on leaving the slips travel eastwards against the traffic pattern.

1.9 A minimum of 500m of unrestricted visibility must be available before crews or scullers may begin rowing on the lake in foggy conditions. Coaches are responsible for determining that there is enough visibility to conduct a practice session. In the event of a regatta the Event Safety Officer is responsible for determining that there is sufficient visibility to safely run the event.

TRAFFIC RULES – TRAINING

During periods other than those for competition, training may be undertaken provided all of the foregoing traffic rules are constantly obeyed and with the added provision for training on the buoyed course as follows:

- 2.1 Lanes 5, 6, & 7 and the area outside of lane 7 may be used only in the direction of the start. These should not be used for racing.
- 2.2 Lane 4 will be CLOSED and buoyed off at all times other than for competition.
- 2.3 Lanes 1 - 3 may be used only in a Southerly direction (start to finish). Crews must complete the full 2000 metre course at all times.
- 2.4 When training on the course as described in 2.1 and 2.3, any crew/sculler stopping must immediately look behind for other crews in the same lane. If a crew is coming up behind they must clear the lane or move on quickly.
- 2.5 Coaches must slow launches to minimum wake speed when passing other crews or scullers.

TRAFFIC RULES – COMPETITION

Traffic Rules for Competition periods shall take effect half an hour before the scheduled starting time of the first race on the programme and shall expire 10 minutes after the **conclusion** of the last race on the programme.

- 3.1 During competition periods crews/scullers should continue to observe the basic rules 1.1 to 1.6 above. Unless specifically advised otherwise by the starter, all crews must pass through the bridge. Beyond the bridge they may enter the warm-up pattern.
- 3.2 The warm-up pattern consists of a line of red buoys and must be used in a clockwise manner.
- 3.3 While awaiting their race, crews/scullers should do so on the North shore behind Lanes 0-3. Only after their race has been called by the starter may the boats pass back through the bridge. ALL boats must approach from the North shore on the outside of Lane 0.
- 3.4 Returning through the bridge to warm up on either side of the course is strictly prohibited.

- 3.5 Crews/Scullers may practice in their own lane before the start of their race between the start and the 500 metres, provided there is adequate time before the start and PROVIDED they obtain the specific approval of the Starter who shall first ascertain that the lane is clear of other boats.

WATER LEVEL VARIATION

In the event of water level variations it may be necessary to make alterations to the patterns described above. In such an instance the Finance and Operations Lead will decide what changes need to be made and will communicate such changes to all users.

FEEDBACK/COMPLAINTS PROCEDURE

Overview

We believe that the receipt of timely feedback is the essential foundation block to any successful relationship. Without such feedback from our various stakeholders, the NRC management may not be aware of any issues which arise during the provision of services. We would therefore encourage feedback which will enable us to improve the service we provide. Should it be felt that we are falling short of agreed service levels, it is important that such issues are raised at the earliest possible opportunity so they can be resolved.

Feedback

Feedback should be provided to the Finance and Operations Lead at the contact details below.

Complaints - Initial

In the event that there are any issues regarding the quality of the services or facilities provided at the NRC, complaints should be addressed in the first instance to the Finance and Operations Lead. The Administrator will investigate the issue(s) raised and revert to the complainant with a resolution or explanation as appropriate.

Complaints - Escalation

Should the complainant not be satisfied with the resolution of the matter, he/she should escalate the issue to the Rowing Ireland CEO. Complaints should not be escalated to the CEO unless the complainant has first addressed them to the Finance and Operations Lead.

Contact Details:

Denis O'Regan Finance and Operations Lead National Rowing Centre Farran Wood Ovens Co. Cork Phone: +353 (21) 743 4044 E-Mail: denis.oregan@rowingireland.ie	Hamish Adams Rowing Ireland CEO National Rowing Centre Farran Wood Ovens Co. Cork Phone: +353 (21) 743 4047 E-Mail: hamish.adams@rowingireland.ie
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The NRC is committed to continuous improvement in health, safety and environmental standards. It is NRC policy to:

- Comply with the relevant regulatory and legislative requirements and Codes of Practice.
- Conduct activities in such a way as to take foremost account of the health and safety of volunteers, staff, employees and others who may be affected by our activities.
- Conduct activities with proper regard to the protection of the environment.
- Operate a management system for the events, in which the implementation of the health, safety and environmental policy is a management responsibility, encouraging active leadership and participation of all volunteers, staff and employees.
- Ensure that volunteers, staff and employees have a good understanding of the health, safety and environmental impact of the events and how we are to manage these impacts.
- Provide the necessary training to enable our volunteers, staff and employees to carry out their health, safety and environmental responsibilities.

Water Safety

The NRC operates in accordance with the Rowing Ireland guidelines and Water Safety Code. It is the intention to encourage water safety awareness at all times whilst anyone is using the NRC facility.

All incidents – both land and water based should be reported to the Finance and Operations Lead immediately to allow appropriate action to be taken. Launch drivers and all Officials will be familiar with procedures for any emergency.

Land Safety

Cars

All vehicle drivers should obey the instructions of the Forest Park staff and observe the speed limits – 15km per hour. Non essential vehicles WILL NOT be allowed down the access road to the NRC. Please use the car park. Access roads MUST be kept clear for emergencies. Rowing Ireland is not responsible for the access to the Coillte car park.

Trailers

Tow vehicles and trailers will be permitted down to the boathouse area to allocated areas. Please ensure your trailer is parked safely and not causing any obstruction.

Rowing Ireland has received excellent co-operation and support from the ESB, Coillte and the local community in the development of the National Rowing Centre and the

running of events there.

Please drive with care and courtesy on all access roads and within the Forest Park.

Emergency Numbers

Cork University Hospital 021 454 6400

Cork City Fire Service 021 496 6333

Cork County Fire Service 021 430 4077

Marine Rescue Coordination Centre 01 662 0922

Garda Anglesea St, Cork 021 452 2000

Garda Coachford 021 733 4002

Garda Macroom 026 20 590

Garda Crookstown 021 733 6002

NATIONAL ROWING CENTRE BOOKING FORM

INFORMATION REQUIRED:		
Club:		
Contact Name:		
Contact Number:		
Type of Booking: (Please Tick)	Head	
	Regatta	
	Training Facilities	
Date Booked:		
Date & Time Required From:		
Date & Time Required To:		
Number of Athletes:		
Number of Launches Required:		
Number of Training Sculls Required:		
Other Items Required:	Life Jackets etc Please give details	
Food Required:	Yes / No If Yes, give times, numbers etc	
Details Confirmed By:		
Date:		

Clubs to provide a copy of their POLICY of INSURANCE which shall include Public Liability Cover with a minimum indemnity of €6.5m and Employers Liability with a minimum of €13m and that a copy of the said Policy together with the payment for the last Premium paid be made available to Rowing Ireland for inspection at least two week before the event.

FOR OFFICE USE ONLY :	
Date Invoice Generated:	
Date Payment Received:	
Signature:	

AMENDMENT SHEET

Version	Date of Issue	Approved by	Details of Change
Ver 1.0	12-01-2012	NRC Chair	Initial Release
Ver 2.0	28-01-2014	CEO	Contact Details & General Update
Ver 2.1	July 2021	CEO	Updated details
Ver 2.2	January 2022	CEO	Updated details