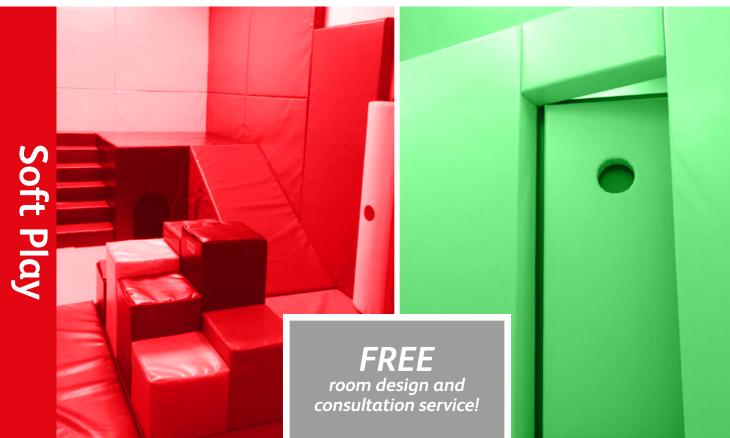




# ROMPA

Life Changing Sensory Solutions For All

**Installations Information Pack** 





# About Rompa®

We are experts in the design and installation of bespoke sensory rooms and have been providing life changing sensory solutions for over 35 years now. Our mission is to enhance the quality of life for all people and we work closely with you to achieve this.

# The History of Rompa® and Snoezelen®

During the late 1970s pioneer therapists Jan Hulsegge and Ad Verheul experimented with a sensory tent at the DeHartenburg Institute. The term Snoezelen® was coined soon after, which is a contraction of the Dutch verbs "snuffelen" (to seek and explore) and "doezelen" (to relax).

Through years of experience Rompa® has developed a range of products and created bespoke environments based on the principles of Snoezelen®. As the popularity of Snoezelen® grew so did Rompa®, quickly becoming the leading UK provider before developing key partners around the world. Rompa® also owns the trademark for the name Snoezelen® when applied to products. You know you are buying quality when you buy a Rompa® Snoezelen® product.

As Snoezelen® continues to grow, the principles and benefits of Snoezelen® remain hugely significant to individuals with a range of needs all over the world.

# Snoezelen® continues to:

- Provide meaningful multi-sensory spaces and activities
- Reduce anxiety and offer calming solutions
- Build self-esteem
- Focus on the individual with a person-centred approach
- Respect each person's choices, needs, pace and preferences



The official registered trademark of Rompa® Ltd

Rompa® Improving lives for over 35 years!

# Why Rompa®?

# **Great British Manufacturing**

Rompa® is extremely proud to be a British manufacturer.

A large amount of our product offering is made on site at our Chesterfield premises by our wood, sewing, cutting, assembly, electronics and finishing departments. By producing our own products we ensure that we can guarantee consistent quality and durability. We know that the materials used have been carefully sourced, and that the items we are supplying to our customers have been produced to the highest standards.

# Free Design and Installation Service

Our team of in-house designers will provide a room design to fit your specific requirements and budget. Our design visuals are extremely detailed and in some cases offer a full 3D visual of exactly how the real life room will look.

# Mobile VR Technology to bring your design to life

Due to the nature of our products, seeing really is believing. That's why for large scale installations we provide a FREE branded 'Mobile VR Headset' with your design and quotation. This enables you to easily visualise exactly how your finished room will look right through to the finest of detail, as if you were standing right in the middle of it, helping us deliver a truly breath-taking, bespoke design.

# Mobile Sensory Unit

Our Snoezelen® multi-sensory vehicle delivers Snoezelen® to your doorstep. If you're unsure of what we can offer or which products would best benefit your users then our mobile unit could be the perfect solution to help you choose. We can arrange to visit you in order for you to demo the environment before committing to a room.

# Over 35 years experience

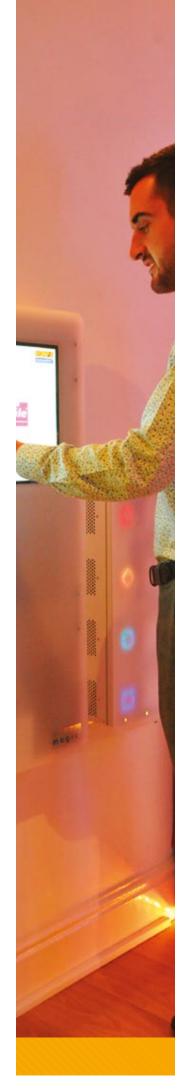
For over 35 years we have helped to improve the lives of people around the world and have built a brand that you can trust. We are a market leader in our field and with that we bring a wealth of experience and knowledge.

# ISO Quality Management System Compliant

Guaranteed quality and on-site manufacturing means that we can provide exceptional quality control, giving you peace of mind that your installation is in good hands.

Contact us to book our Rompa® Multi-Sensory Vehicle





# Meet The Team

# Our Team

Our team of over 60 people includes Researchers, Product Developers, Purchasers, Craftsmen, Sales Advisors, Designers and Installers. These skilled professionals ensure we remain at the forefront of an evolving sensory marketplace.

# Rompa® National Sales Advisors

Our experienced team of Sales Advisors are available to meet with you and to discuss your requirements in more detail. They are there to listen to your needs and make suggestions to help you to achieve your goal rather than to simply sell you products. Our advisors have vast amounts of knowledge and are backed by a support team who bring even more expertise.

# The Rompa® Design Team

Our design team have many years of experience in the creation of bespoke environments from small to large scale projects. A member of our creative design team will manage the design of your project from beginning to completion. Working with your ideas and feedback from our advisor the designer will create an environment that is just right for your needs.

Lots of companies will attach a charge to their design service, Rompa® don't. We want you to choose our design, not because you have paid for it, but *because it's the best*.

# **Installations Admin Team**

The Installations Admin Team will support you to manage your project from plan to reality. They are the team behind the scenes that will answer your every question and help you to complete your project.

# Our Installation Team

Rompa $^{\circ}$  has a team of qualified installation engineers. Each installation engineer holds the relevant qualifications to enable them to work without issue on site.

### These include:

- ECS/CSCS
- 18th Edition Qualified Electricians
- PAT Testing

- Working at Height
- Manual Handling
- First Aid

Rompa® is also CHAS accredited which means that we work to all relevant health and safety guidelines, both during installations, in the work that we do and the procedures that we follow in our manufacturing facility.

The expertise of the Rompa<sup>®</sup> Installation Engineers and our management of the entire project (not relying on sub-contractors) means that we can always be confident that we are leaving our customers with a high quality result.

FREE design and consultation service!

# How We Work

Designing and installing a Snoezelen® Multi-Sensory Environment doesn't have to be difficult.

Using our 35 plus years of experience, Rompa® will manage the project for you to ensure that your experience is stress free!

# **Contact Us**

Call us with your requirements or brief and we will arrange help and a visit if required.

# We'll Meet to Discuss

An experienced Sales Advisor will visit you at an agreed date and time to take measurements of the room and find out more about your needs.

# We'll Design For You

Based on the meeting with our sales advisor we will create a bespoke design taking into account all of your needs.

### We Quote

We will create an itemised quotation for your project so you can understand where your investment is being placed and make amendments if required.

# We Listen

When you are happy with your design and quotation (changes can be made if needed) we agree on the project and you place an order with us.

# If Required We Perform a Site Survey

Our trained installation team will visit the room/area we will be installing into and perform a site survey taking accurate measurements of the area so we can manufacture to the correct specification.

# We Manufacture

Based on the site survey our manufacturing team will produce the items and equipment for your project. The lead time for this is typically 6 weeks. Need it quicker? Contact us to find out if we can produce it sooner.

### We Install

We agree a time and date convenient for you - our highly skilled installation team will visit and install your brand new environment.

# We Train

Where possible we will train you immediately after installation. We want to leave you with an environment that you know how to use and maintain.

### We Maintain

Maintenance packages are available and can be tailored to your needs. We will discuss these options with you.

Call or email us to start your project now!





# What We Do

Our history is in the design and installation of bespoke Snoezelen® Multi-Sensory Environments and Soft Play Environments.

However our capabilities do not end there. Over the years we have developed a wide range of services as research and therapies have become more popular.

Our range of installation services include:

- Snoezelen® Multi-Sensory Environments
- Soft Play
- **■** Environments for Older Adults
- Sensory Integration
- Sensory Gardens
- Calm Rooms
- Reminiscence Rooms
- Hydrotherapy / Sensory Bathrooms

Our customers typically include the NHS, care homes, schools and community centres just to name a few. Our mission is to make as many places as possible inclusive for all, therefore we have recently worked with the following:









Find out how we can help you. Call us today!

# **Snoezelen® Multi-Sensory Environments**

Snoezelen® Multi-Sensory Environments are, by nature, relaxing spaces that help reduce agitation and anxiety. However they can also engage and delight the user, stimulate reactions and encourage communication.

The Snoezelen® Multi-Sensory Environment has many benefits and can be used in a variety of ways to provide a range of benefits including...

### Relaxation

Snoezelen® Multi-Sensory products and environments can be used to calm and reduce agitation through the use of gentle light, soothing sound, relaxing smell and touch.

# Stimulation

Snoezelen® Multi-Sensory Environments and products can be used to stimulate users by providing exciting visuals, high tempo music and sounds, invigorating smells and textures to explore.

# Therapy

We have been providing Occupational Therapists and health professionals with a Snoezelen® Multi-Sensory tool-kit to provide therapy for over 35 years. From portable resources to bespoke multi-sensory environments we have solutions that can help.

# Development

Snoezelen® can be used as a learning and developmental tool. It can be used for colour matching, understanding of cause and effect, and creating themed environments for teaching.

# **Soft Play Environments**

A Soft Play environment is specifically designed for children and adults with special needs to have fun, explore their physical boundaries and to release energy in a safe environment.

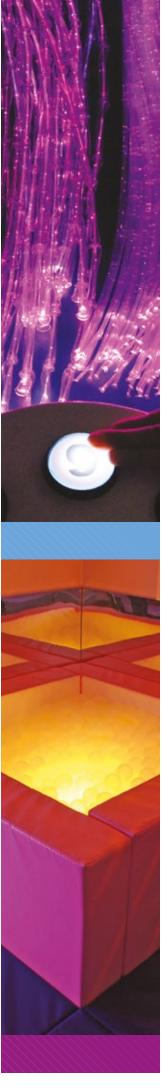
Rompa®'s design team have over 35 years of experience in designing Soft Play environments that are appropriately challenging and fun for the intended users.

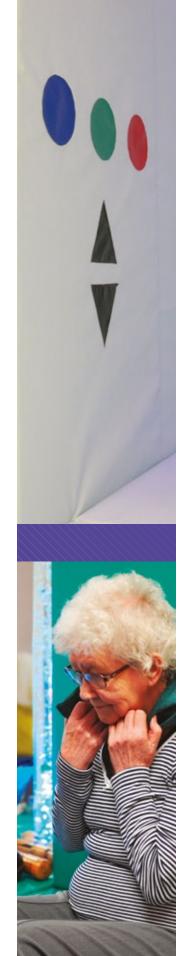
# Unrivalled Quality and Service

- Built to be sturdy- larger products such as cabins, steps or wedges include a wooden frame for stability unlike low quality alternatives.
- A choice of densities of the foam filling to meet individual needs.
- Made from fire-retardant materials and phthalate and latex free vinyl.
- Can be combined with Rompa® Snoezelen® Multi-Sensory and Sensory Integration products to create a multipurpose space.
- Rompa Soft Play is built to last for years of use.

# Personalising Your Soft Play Environment:

- Individually designed and custom made options for person centred care.
- Generous range of colours and fabrics available including ultra-violet reactive and printed options.
- Can be themed to match the user's preference from underwater worlds to autumnal landscapes.
- Include lights, safety mirrors, textures and sounds for multi-sensory appeal.





# **De-escalation Rooms**

In response to requests from our valued customers, Rompa® has developed Rest, Recovery & Re-Orientation Rooms.

Designed for demanding environments such as schools with BESD (EBD) students, offenders' institutes and prisons, these custom-made and fully-installed facilities offer a safe environment for those with challenging behaviours and aggressive tendencies. Carefully developed in conjunction with Tony Ryall, an expert in this field, the value of these rooms is becoming increasingly apparent.

In these rooms clients have the opportunity to calm down, rest, recuperate and recover in a secure, robust, damage-resistant environment for a carefully monitored minimal time. Most importantly, these environments encourage 're-orientation', such as the re-introduction of the person back into their usual environment.

Whilst risk can never be eliminated, these environments aim to significantly reduce risk, the number of potential injuries, exclusions, holding and numbers of staff required.

# Snoezelen® and Older Adults

Snoezelen® Multi-Sensory Environments and products bring huge benefits to older adults and people with Dementia.

After spending time in a Snoezelen® Sensory Room, residents in the later stages of Dementia show positive changes in mood and behaviour, and also an increase in attention to their surroundings. Staff feel that these improvements help with their relationship with the residents and their daily work.



Dr Lesley Collier Snoezelen® Multi-Sensory for people with Dementia.

Lesley has a long standing relationship with Rompa® and Winslow®. She has advised us in many areas of the effective use of Snoezelen® Multi-Sensory Interventions for people with Dementia and cognitive impairments.

The right level of sensory stimulation helps to relieve stress and boredom; to engage in activity also involves an act of communication that enhances the feeling of comfort and well-being.

Dr Lesley Collier, Senior Lecturer at Brunel University

# Rompa® Reminiscence Rooms

Reminiscing is an enjoyable pastime and useful therapy for older adults and people with Dementia. Reminiscence rooms can provide a flexible space in which to encourage social interaction and offer many other meaningful activities.

Our team can help you to create an environment which feels like it is from another era, which can also be transformed into a fully functional sensory room!

We understand that as space can be at a premium in care homes and day centres, you may not always be able to have a Snoezelen® Multi-Sensory Environment and a reminiscence room. We have addressed this problem by combining traditional furniture with Snoezelen® multi-sensory products.

Surrounding people with items that they are both familiar and comfortable with is important to reduce agitation. We have designed and manufactured a completely unique range of furniture which conceals Snoezelen® Multi-Sensory equipment inside.

This gives you the option of providing sensory stimulation when appropriate, providing you with a truly multi-purpose space.

# **Sensory Integration**

A form of Occupational Therapy utilising sensory experiences from movement, touch, light and sound to strengthen the user's ability to deal with everyday life.

Sensory Integration is effective in addressing challenges associated with autism, dyspraxia and behavioural difficulties in children and adults.

### Rompa®'s Sensory Integration range includes:

- Weighted Vests / Blankets
- Compression / Deep Pressure
- Slides / Scooters & Ramps
- Swings

- Spinning Products
- Bouncing Products
- Balance Boards

And many more... Contact us to find out more.



ROMPA® is proud to be the exclusive European provider of therapeutic products from TheraGym®, a leading developer of the highest quality therapy solutions.



ROMPA® is proud to be the exclusive UK distributor of Haley's Joy swing therapy systems.





# **Customer Service**

We're on hand to guide you through the installations process from start to finish.

Whatever you need, call 01246 211 777 or email installations@rompa.com to contact a friendly customer service advisor who will help you.

# Additional Training

We understand that the people using your new environment could change over time, or that some of your team may not be available when the initial training session takes place. We do offer refresher courses and other training packages - speak to the sales advisor or call one of our customer services representatives to find out more.

# Service Agreement

Service agreements on your installed environments are available. They are based on each individual environment to ensure best value for money. A quote for a service agreement will be sent out with your main quotation for the environment.

# Warranty Information

We take pride in the manufacture of our products and believe we are the market leaders in regards to quality, price, durability and longevity. It is for these reasons that we are proud to offer a 2 year warranty on all Rompa® manufactured products.

Our experienced installers work to the highest possible standards; using our years of expertise and knowledge of the products, we can equip your room to the desired finish. Therefore installation works undertaken by Rompa® are covered by a 2 year warranty.

Speak to a sales advisor for more info!

# Additional Information & Services

# **Product Training**

Free product training will take place immediately after your installation is complete.\* If this is not convenient we can re-visit at an additional cost of £375.00

# Service Agreement

Two visits throughout a 12 month period, excludes routine maintenance and replacement parts. Prices start at £400 and are based on location contact your Installation Co-ordinator for more information.

### **Electrics**

If Rompa® is installing the electrics, please provide the following:

- A supply to the room from the consumer unit/ distribution board protected by a 16A MCB & 30mA RCD.
- Locate the incoming supply (terminated as a 13A switched fused spur) where you wish to have your switches located in the room.
- Place the spur at high level (usually at ceiling level or at a maximum of 2.4m high from the floor).

Our electrician will then use this supply to wire your existing room for the products you have bought, using surface mounted trunking and switch fused spurs.

### *If your electrician is installing the electrics:*

Please install electrical points as per our electrical plan and according to BS7671 IET Wiring Regulations. The plan will be sent on receipt of your official order/payment.

### Please note:

During the installation there will be an interruption to your electrical supply, for a period of time, whilst we are connecting to/altering and testing the electrical circuit. We will keep this to a minimum and you will be informed prior to the power being switched off.

\*This includes a short demonstration of each product installed and an explanation of how to maintain products such as bubble tubes.





# **Delivery & Installation**

# Delivery of Rompa Products

For Rompa® installations delivery is made by Rompa® free charge. For self installations delivery is by 3rd Party carrier and is usually shipped within 6 weeks of site survey (where applicable), subject to availability. In consideration of the environment, ease of administration and installation it is normal company policy to ship complete orders together as one consignment.

We offer this service **FREE OF CHARGE** on Rompa $^{\odot}$  installations. If you are installing the equipment yourself there is a delivery charge, which will be included in your quote.

If you wish, Rompa®can dispatch items when they become available, however this may incur a surcharge per consignment.

# **Installations**

All Rompa® installations are managed by our team of dedicated project managers. Our team will be able to assist you through the complete process and give recommendations and information on various topics to do with your installation.

We will conduct a complete site survey to ascertain accurate room measurements. If you are carrying out your own electrical work, we will supply an electrical drawing. A site survey checklist will be sent to you for completion prior to the site survey taking place. To enable us to take accurate measurements all electrical work needs to have been completed, your room also needs to be empty of all items that do not form part of the finished project and site survey checklist completed and returned.

### **Cancellations**

An installation checklist will be sent to you for completion prior to the installation taking place. Unfortunately, we will not attend site unless this has been returned signed and all relevant works have been carried out. Should Rompa® attend site and be unable to install the equipment because the room is not ready, unfortunately, we would have to pass on any costs incurred. Please refer to our installations terms and conditions.

Speak to your Installations Co-ordinator for more information!





# The Next Steps

# Placing your Order

To place your order simply quote our Quote Reference Number (this can be found at the top of your quotation). We require a 50% deposit when placing your order to enable us to start manufacturing your custom made products. The remaining balance is payable one week prior to the installation taking place. Alternative credit terms are available, speak to your project manager to find out more.

Once we have received your order and signed documentation our Installations Team will contact you directly to arrange a site survey if required. Once the site survey has taken place, we can confirm a convenient installation date for you, which is typically 6 weeks later.

Throughout the process we will ensure our team keeps you updated every step of the way.

# **Product Training**

We believe you should get the very best out of your Rompa® and Snoezelen® products, for this reason we provide an industry leading level of onsite support.

This includes:

- Onsite training by knowledgeable and experienced Snoezelen® Installers
- Detailed Product Manuals
- Comprehensive Care and Maintenance information
- Complete Trouble Shooting Guide

### **Your Contacts**

We have included contact details for all the team involved, please feel free to contact any of us, we would welcome the chance to help you further. Your main point of contact will be your Installations Co-ordinator who will be on hand to answer any of your queries.

### **Installations Co-ordinators**

- Amber White, email: amberw@rompa.com
- Matthew Cook, email: matthewc@rompa.com

### **Deputy Office Manager**

• Amanda Godfrey, email: amandag@rompa.com

### Design Manager

• Mark Whitehead, email: markw@rompa.com

### Office Manager

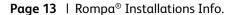
• Wendy Wright, email: wendyw@rompa.com

### **Executive Responsibility**

• Donna Hartley, email: donnah@rompa.com

### **General Contact Details**

ROMPA® Limited Goyt Side Road Chesterfield Derbyshire S40 2PH T: 01246 211 777 F: 01246 221 802 FREE room design and consultation service!



# **Pricing & Warranty**

### Price

All prices quoted are valid for 120 days from the date of your quotation.

# Warranty on Products Produced by Rompa®

We take pride in the manufacture of our products and believe we are the market leaders in regards to quality, price, durability and longevity. It is for these reasons then we can provide a 2 year warranty on all our manufactured products.

# Warranty on Products Provided by Rompa®

We take care in selecting our suppliers, ensuring that only companies which share our values of quality and innovation are chosen. For all products supplied by Rompa $^{\circ}$  we can provide a 1 year warranty.

# Warranty for Installations by Rompa®

Our experienced installers work to the highest possible standards; using our years of expertise and knowledge of the products, we can fit your room to the desired finish. Therefore all installation works undertaken by ROMPA® are covered by a 2 year warranty.

# Warranty Disclaimer

The warranty provided by Rompa® makes allowances for material defects in the product purchased or installation provided. It does not include the maintenance, replacement or changing of components which are deemed to be "in need of replacement during the lifecycle of the product". Products in this category will be items such as, but not excluding, bulbs, fuses, batteries etc.

### **Terms & Conditions**

Full Terms and Conditions are available on request from your project manager.

Speak to your Installations Co-ordinator to find out more!





# **About VAT**

Prices shown in this document and itemised on your quotation are exclusive of VAT. Goods totals are shown on your quotation including VAT and including VAT relief for those eligible to claim.

### **VAT Relief**

VAT Relief MAY be claimed on the products marked with \*, subject to the following conditions and if a valid VAT relief form is supplied.

- The goods are being purchased by an eligible body, or charity for donation to an eligible body
- Supplies to or for donation to an eligible body must be funded entirely from charitable or voluntary contributions
- The goods are supplied to persons with a disability

We are bound by the laws of HM Revenue & Customs and have a legal obligation to charge VAT on certain products. If you are in any doubt as to whether you are eligible to receive goods or services zero-rated for VAT, you should consult the following resources.

HM Revenue & Customs Website

• http://www.hmrc.gov.uk/vat

**HM Revenue & Customs** 

• 0300 200 3700

We have attached a VAT relief form, for your convenience, a copy of which can also be downloaded from www.rompa.com. If you do qualify for VAT relief, on some or all of your items, please fill out this form and return with your order confirmation (details available on page 10).

Please note that the installation charge is not eligible for VAT relief even if you and the products are.

Questions about VAT? Contact your Installations Co-ordinator



# ORDER FORM

**WAYS TO ORDER:** Website: www.rompa.com Telephone: 01246 211777 (Credit, Debit Cards only, except American Express) Cheque/PO: Made payable to ROMPA® Ltd and post to: ROMPA®, Goyt Side Road, Chesterfield, S40 2PH. Purchase Order: If you have a credit account, please send a Purchase order via email or post. An invoice will be generated and forwarded to the invoice address on the dispatch of goods. Payment is required within 30 days of the invoice date. **INVOICING DETAILS: Contact Name:** Establishment: Address: (Inc postcode) Tel No.: Email: Code Product name Colour

# **DELIVERY INFORMATION:**

We despatch most orders within 48 hours of receipt of order. Manufactured items take around 28 days, special orders can take 6-8 weeks if coming from abroad, but we will keep you informed. Terms and conditions for sale are available on our website.

### Rompa Standard Delivery Charges

For all orders to mainland UK destination charges are as follows:-

Price (each)

Orders up to the value (excluding VAT) of:-

Up to £50 £3.95 + VAT Up to £100 £7.95 + VAT Over £100 £8.95 + VAT Orders containing large and or bulky items marked in the catalogue and on the website with a will incur an **ADDITIONAL** charge of £30 + VAT per item.

### **PRICES**

Prices exclude VAT and are valid until 31 December 2019 unless otherwise indicated and supercede all previously published. However, prices are subject to change without prior notice. Zero-Rated or VAT-relief products are labelled near the price. Prices are in £GBP, exclusive of VAT and delivery costs.

# WHERE DO YOU WANT YOUR GOODS DELIVERED?

Contact Name:	
Establishment:	
Address:	
(Inc postcode)	
Tel No.:	
Email:	

Qty

Thanks fo				
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Fabric

# **ELIGIBILITY DECLARATION**

There are penalties for making false declarations. If you are unsure if you are eligible to receive goods/services zero-rated for VAT, visit www.hmrc.gov.uk. Please tick one:

O Declaration by a person with a disability

O Declaration by a Charity (please provide the Charity number)

I (name)

Of (charity name if applicable)

Of (addross)

Declare that: Goods and/or Services are being received from ROMPA®, GOYT SIDE ROAD, CHESTERFIELD S40 2PH because: (please tick one)

 $\bigcirc$  I am chronically sick or have a disabling condition: (provide full, specific description and description of goods)\_

🔾 the charity named	above is receiving goods	for a disabled individue	al or making these av	ailable to a disabled pers	on/s for domestic or	personal use
(description of goods)						

I require goods adapted to suit my condition (disabled person) or the condition of a disabled person to whom the goods are to be made available (charities). OR

○ I/we require installation, repair or maintenance of goods provided for or used by a disabled person/s.

(Description of services/goods supplied by ROMPA®)

And I claim relief from value added tax: Signature \_\_\_\_\_\_\_ Date: \_\_\_\_\_

NOTE: Although many of our products are helpful for people who have a range of additional/special needs/symptoms, not all qualify for VAT relief. To qualify, designer of a product must have specifically designed it for disabled people. If, however it was designed for everyone, despite its benefits, it will still attract VAT. We are bound by the laws of HM Customs and Excise.

# **ORDER DIFFICULTIES**

We hope that you happy with your order. If you find missing, incorrect, faulty or damaged items, let us know immediately and we will do our best to resolve any difficulties as speedily as possible.

Total

- •Damaged goods must be reported within 48 hours of receipt so we can take this up with the courier.
- •Please let us know of any missing items within 7 days from the date of your invoice so we can rectify this for you.
- If you wish to return items, please contact us to obtain a Returns Authorisation Reference so we know to expect your package.

Returned items must be in pristine condition, unused and in their original undamaged packaging. If they are not, an amount may be deducted from the refund to reflect the value of the product has been reduced. If you are not an individual, ROMPA reserve the right to charge a 15% re-stocking fee. We regret that we do not offer a pre-paid returns service and recommend you choose a signed-for option – we are not responsible for missing parcels. Costs are non-refundable unless the item is faulty. You have the right to cancel and return items within 30 days of receiving your order. Some items, however, are non-returnable, for example if they are made especially for you, these are marked clearly in the catalogue.

Our products are not classified as medical equipment. We cannot, therefore accept declarations requesting exemption in this category.

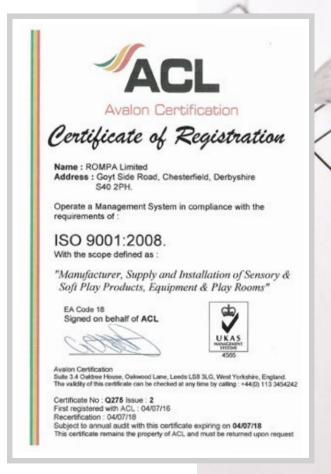
# **Certificates & Verification of Credentials**

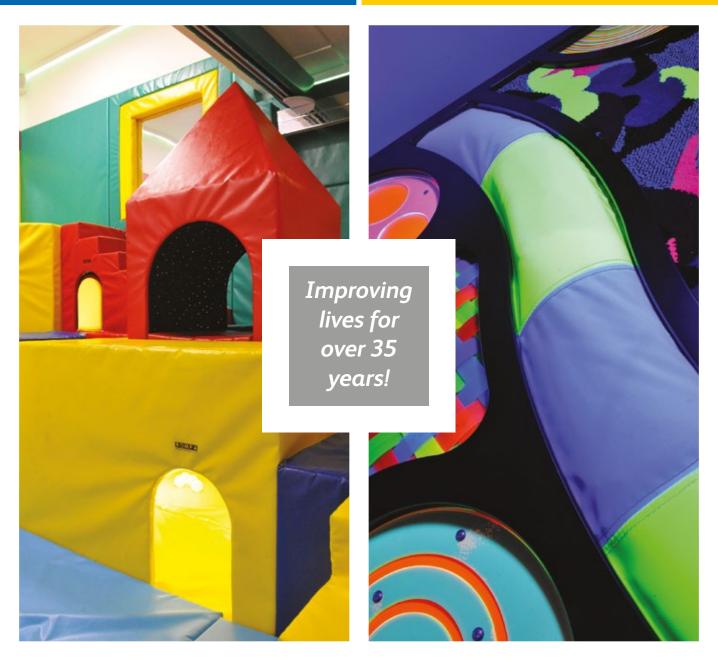


# **Certificates & Verification of Credentials**











Life Changing Sensory Solutions For All

# **Contact Information**

We have included contact details for all the team involved, please feel free to contact any of us, we would welcome the chance to help you further.

Phone: **01246 211 777** 

Email: installations@rompa.com

Online: www.rompa.com



The official registered trademark of Rompa® Ltd









