

## **Frequently Asked Questions**

### **How do I book?**

Please have a look at the calendar on the website to ensure that the hall is free at your required dates and times. You must fill in a booking enquiry form on the hall website, with as much details as possible about your event, please ensure you clearly state any entertainment that you plan on this form. Our bookings officer will then respond to your enquiry (please note enquiries are only processed Mon – Wed 9 -3pm).

Once the bookings officer has confirmed your request you will be emailed all the paperwork and details you need to secure your booking. Please add the booking office email to your email address book to ensure you receive this safely (bookings@stjohnsmemorialhall.co.uk)

We welcome children's parties 12 yrs and under. We are sorry but we are unable to accommodate teenage parties or 18th or 21<sup>st</sup> parties

### **When do I know that my booking is confirmed?**

Your booking is confirmed only once you have made a payment, either full payment or a 30% non-refundable deposit (permissible if the booking is made more than 3 months in advance). Do not send out any party invitations until you have paid your deposit and have received an email containing confirmation of your hire containing your hire agreement and our T& Cs.

### **Which hall should I book?**

Please look at the facilities page of the website for sizes of the hall and facilities. For larger children's parties, discos or hiring inflatables the large Maple hall must be booked. For smaller children's parties (15-20 children max) Oak hall may be hired. We do not hire the Lye hall alone for Children's parties, however this hall may be booked in combination with other halls. If you would like to view any of the halls, please contact our bookings officer to arrange a convenient time.

### **What is the minimum time between events?**

To enable us to ensure the hall is ready for hire we require 30 minutes between events. Minimum hire time for all parties is 3 hours and must include hire of the kitchen.

### **Is there any free time allowed for setting up and clearing away?**

We ask that you book and pay for all the time you will be in occupation; this will include any time necessary for setting-up and clearing away.

We do expect you to be ready to exit the hall at the end of your hire time - any overrun impacts on the next booking and may be chargeable. If you think you may need longer please email the bookings officer in advance of your party and we will be able to extend your hire time if the hall is available.

### **Which kitchen do I hire?**

The hall has 2 kitchens. If you are using the kitchen for anything other than access to cold drinking water you must request hire of the kitchen. If you are having a party, you must include kitchen hire for the full duration of your hire. For hire of either the Maple or Lye halls you will need to request hire of the main kitchen. If you are hiring the Oak hall you need to request hire of the kitchenette (the kitchenette is situated across the main corridor).

### **When do I have to pay for my hire? What methods of payment do you accept?**

Full payment is required to secure your booking. If your booking is more than 3 months in advance a 30% non-refundable deposit may be paid on signing the hire agreement to secure your booking, the balance to be paid no later than 2 weeks in advance of your hire date, however if you prefer you are welcome to pay the whole balance on booking. You may pay by cheque or direct bank transfer - details of how to pay will be in the paperwork emailed to you.

### **What's included in the hire of the halls?**

You will have access to plenty of adult sized tables and chairs. Each adult table measures **1830mm x 760mm** and comfortably fits 3 chairs down each side. We have a collapsible stage which can be set up in advance (this needs to be requested at time of booking). Disabled access and baby changing facilities. If hiring the Oak hall, the rear garden is available for you to use between 8.30am and 8.30pm, the garden is not allowed to be used outside of these times.

### **Are there any children's tables and chairs available?**

Yes, these are available on request at time of booking, which are suitable up to approx. age 6 years. Each children's table measures **1520mm x 760mm** and comfortably fits 3 child sized chairs down each side. If hiring Maple hall you will have 4 child sized tables and 34 chairs/if hiring Oak hall you will have 3 child sized tables and 24 chairs

### **Parking**

The hall does not benefit from a dedicated car park. Free parking is available in village car park opposite the hall (a 4 hour limit is in place Mon-Fri from 6am to 6pm). Please be aware this car park is for use of the village.

Please ensure that vehicles are not parked in any way so as to cause nuisance to our neighbours or obstruction to emergency and public service vehicles. Please do not park your vehicles on the road in front of the hall marked with a single yellow line, or anywhere on the paved patio directly in front of the hall.

### **What equipment is in the kitchens?**

The kitchens are well equipped with cups, saucers, mugs, side plates, dinner plates, cutlery, large tea pots, microwave, kettles or tea urn, oven and fridge. There is a large freezer and a dishwasher in the main kitchen only. There are plenty of large jugs for juice, plastic plates, bowls, and cups suitable for children. Tea towels, dishcloths, washing up liquid are all provided. There are spare bin bags under the sinks. We have glass tumblers, but unfortunately are unable to provide wine or beer glasses, these can be freely hired from local supermarkets.

### **Do I have to clean up after my hire?**

Yes. Any hall you hire must be left clean and tidy and in an 'as found' condition. There is a Hoover, brooms and sweepers in the store cupboard 1 off the main corridor. Please wipe up any spills immediately with a slightly damp cloth (the hall floors should not be mopped - excess water on the wooden floors can cause damage). Please check the toilets and ensure all paper towel are placed in the bins, toilets flushed and all taps turned off.

### **What about rubbish?**

If you are having a party we ask that you take all your rubbish away with you to be disposed of in your household waste at home. Please ensure no rubbish is left around the building or attempt to dispose of your rubbish bags in the public waste bins near to the hall or on the Lye, this is not acceptable and you will be asked to remove this.

### **Can I use the garden?**

We have a small enclosed rear garden that is laid to artificial turf. It can be accessed if booking the rear Oak hall between 8.30 am and 8.30 pm.

### **Can I hire a bouncy castle?**

Yes. Inflatables can be accommodated in large Maple hall only, please ensure that you let us know the dimensions of the inflatable as some are too large to accommodate safely in the hall. **The maximum height of inflatables permitted is 11ft, maximum length is 28 ft.** The smaller Oak and Lye halls are not suited to inflatables. We do not allow bouncy castles in the rear garden. The bouncy castle must be hired from a professional company that has valid Public Liability Insurance, we do not permit any privately owned inflatables. You will need to ensure that we have a copy of the company's public liability insurance certificate at least 2 weeks prior to your event. Please ensure that bouncy castles are collected at least 30 mins prior to the end of your booked time.

### **Can I have an entertainer or hire in outside agencies?**

Yes, if you are using the services of an entertainer, i.e face painters, magicians, DJ, bands, or caterers you must ensure that they have valid Public Liability Insurance, we need a copy of this at least 2 weeks prior to your event. We do not allow smoke emitting machines of any kind in the hall as this sets off the smoke alarm system. We do not allow messy floor play of any kind for babies and very small children. Table based craft is permissible - all tables must be covered. Discos can only be accommodated in large Maple hall

### **Can I play amplified music?**

Yes, however you must ensure that you use the sound limiter device situated in Maple hall. The member of the hall team that meet you will be able to show you how to use it. If you are hiring a DJ you must ensure that they are aware that they will need to use this device. All external doors and windows must remain closed when playing amplified music. No music permitted in the rear garden.

### **Can I hold an evening function?**

If you are holding an evening event, it is your responsibility to ensure that everything is cleared from the halls, guests have exited, hall cleaned, rubbish cleared so the halls ready to be locked **promptly at 11pm**. We require that your event ceases at **10.15pm at the very latest** to ensure this happens in a timely manner. You must also ensure that any outside agencies such as caterers, bands, DJs or bars are aware that they need to be completely clear of the hall by this time also.

### **How do I gain access on the day?**

One of the hall team will arrive at the hall to meet you 5 minutes prior to commencement of your booked time. You will be shown where everything is that you may need, be made aware of important health and safety points and given a contact no in case there are any issues during your event.

If you are hiring the hall at a weekend and have any issues on the day of your event please call **07394 454955**

### **How will I lock the hall when I am finished?**

One of the hall team will arrive at the hall when your event has finished to lock the building. Please ensure you do not leave the hall until they have arrived, if you finish early please call **07394 454955**