

## FAQ's

### How many people can the hall hold?

As stipulated by the Fire Authority, the MAXIMUM capacity is

Seated dining (tables and chairs)	80 people
Concerts or large meetings (chairs only)	100 people
Receptions, Discos and Parties (standing)	120 people

### What is the Refundable Bond for?

The Bond is a 'security' to cover any costs in relation to damages, breakages or extra cleaning required at the end of your period of hire.

The full amount will be paid directly back into your account within 14 days of the end of your hire period, provided there are no damages/ breakages etc. Please refer to answer to question "*What happens if we accidentally damage/break something?*"

### Can I pay by cheque/cash on the day?

No. All payments must be made in full at the same time as completion of the Booking form, via online banking or paid directly into our account at any Barclays Bank branch.

All payments must include your unique booking reference as indicated on the Booking form.

Only full payment for both the Refundable Bond and Hire Charge, will secure your booking – a part payment is not enough.

### I would like to serve/sell alcohol – what do I need to do?

Please complete the 'Permission to Supply of Alcohol' portion of the Booking form – this must be completed irrespective of whether you are providing alcohol for your guests or selling it to your guests. Please ensure you are familiar with the conditions you are agreeing to, before submitting the Booking form.

### Do you provide a stocked bar and staff members to run it?

We provide a bar area without stock and without staff. You are welcome to hire a Bar in who will stock and run the bar on your behalf, or provide your own stocks and 'volunteers' to assist with running it. Please ensure the appropriate section of the Booking form is completed.

### How will I know if my booking is confirmed?

You will receive an email advising that we have received your submitted Booking form and payment. A pdf copy of your completed form will also be attached.

**Where can I pick the key up from?**

No need, as our key holder will come to the hall to open up for you and show you where everything is and also what to do at the end of your hire.

**Can I arrive at the hall 15mins before to set up?**

No, your period of hire must include time for setting up and clearing away. The Key holder will open up in accordance with your booking reservation.

**How many tables do you have and what size are they? Also how many chairs?**

We have 12 of 6ft x 2 ½ ft rectangular tables and also 2 of 4ft x 2 ½ ft tables. There are 85 banquetting chairs, 4 x bench seats and approx. 15 plastic chairs.

**We would like a BBQ or a Hog Roast for our function – is there anywhere to put it?**

You are welcome to bring a gas BBQ which can be set up on the circular patio area or on the grassed area immediately adjacent to the hall. Gazebo's for Hog roasts etc can also be erected here.

**I would like to hang up some decorations – can I use blutack or sticky tape?**

We don't allow any form of sticky tape, blutack, staples, tacks, pins, nails, screws etc to come into contact with any of the surfaces in the hall.

We have many hooks dotted around the hall, so please bring string to hang your balloons, banners, bunting etc. If these are not satisfactory, please advise the Booking Officer at the time of booking and discuss what it is that you would like to do – we maybe able to help.

**May we have candles inside as part of our table décor?**

Regrettably we can not accommodate candles for décor reasons. Candles on birthday cakes are permissible.

**I would like to bring some equipment into the hall for entertainment – are there any restrictions?**

Yes. We would ask that you avoid equipment which is too large to fit through doorways, has sharp edges that could cause injury to people and/or damage to floors, walls ceilings and other internal fixtures.

Inflatables, such as bouncy castles are permitted provided they are below 3metres in height and do not obstruct emergency exits.

Definitely prohibited, is anything highly inflammable (eg LPG ), explosive, articles producing offensive or toxic odours etc . Please also NO bubble machines as they cause floors to become slippery.

**We would like to have a bouncy castle outside – is there anywhere we can put one?**

Yes, we have a flat grassed area immediately to the side of the hall to accommodate bouncy castles, other inflatables, gazebos etc. Please ensure adequate supervision at all times.

Please note that the playground is not part of the Village Hall property, therefore nothing is to be erected there without permission of the Parish Council. It is a Public area, so please be aware of any additional interest your entertainment may provide to other users of the playground.

**What happens if we accidentally damage/break something?**

This should be reported as soon as possible to the Bookings Officer, as you are responsible for the care of all items within the hall and grounds, during your period of hire. Therefore you will be asked to pay for any damages or breakages. Where the cost of reparation is less than the Bond paid at the time of your booking, the amount will be deducted and the balance returned to you. Where the cost is more, you will be billed and your Bond held until fully paid.

**It's too late at night to clean up – can I come back the next day to do it?**

This will need to be arranged in advance with the Booking Officer. There may already be another booking the following morning.

Where it is possible, clearing up must be completed by 10am the following morning. However please be aware, that the MVHT holds no responsibility for loss/damage to any of your personal property left in the hall over night.

**Is it enough to just put things back at the end of our hire?**

We would ask that the hall is returned to the 'condition you found it in', so that it is ready for the next booking. This will mean ensuring that **ALL** rubbish is removed, table tops and all surfaces are cleaned, floors are swept and mopped, toilets are left clean, all food items are removed (please check the fridges/freezer and oven)

**Due to unforeseen circumstances, I need to cancel my booking – what do I do and do I get my money back?**

We understand that circumstances can intervene, causing the need to cancel your booking. Where more than 14 days notice is given, we will deduct a £10 administration fee and return all remaining monies paid by you, direct to your account.

If less than 14 days notice is given, only your Bond will be repaid to you. In certain circumstances, the MVHT may, in its absolute discretion, elect to refund part or all of the Hire Price.

**Can I hire the hall on someone else's behalf?**

No – the hall cannot be sub-let to another. As the Hirer, you hold responsibility for everything that goes on in the premises and grounds including any damage, breakages, disorderly conduct etc. You must also be present throughout the period of the booking.