



Booking & Hire Information

Frequently Asked Questions and Answers

Using the booking form

- How do I use the booking form?

The booking form is easy to use, simply click on the 'Booking Request' tab, either Log in or register and follow the on-screen instructions.

Please note we do require 5 days' notice of bookings. Once complete you will receive an email showing the booking request we have received.

- When do I need to make payment?

Our online booking system takes payment when booking.

You will receive a separate email with an invoice attached for your booking.

- Will I be notified that my booking has been approved?

Once payment has been received and your booking is approved you will be notified by email.

- What is your refund policy if I need to cancel my booking

If you cancel your booking the following refunds will apply:-

- a) **30 days** before the event – **full** refund of hire charges.
- b) **14 days** before the event **50%** refund of hire charges.
- c) **less than 14 days** before the event **no refund** of hire charges.

- Who can I contact if I have any questions?

Please use the contact page on our website. We will review your message and get back to you within 5 days.

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- How do I get access to the room I have hired?

Once your booking has been paid for and approved, within 72 hours of your booking start time you will receive an email advising you of the pin codes for the keypads on the doors allowing you to access the building and/or rooms hired. These codes will only be active during your hired timeslot.

- What is included in the hire?

The rooms in Edgcumbe House have use of the kitchenette area which has a kettle, microwave and small fridge. There is a SMART Board Interactive Touch Screen 55" available for use. Our Worksuite had 4 key operated lockers for hire.

The Guildhall has a kitchen with small fridge, kettle and crockery (plates, side plates, bowls, cutlery, mugs, glasses, teapots & coffee pots for up to 30), there are no cooking facilities.

There is a SMART Board Interactive Touch Screen 65" available for use.

- Where is the nearest parking?

There is free parking in the main car park next to the Community Centre: turn off the A390 at the brown tourist information sign, opposite the road signposted to Restormel Castle.

There is further free parking along the quay next to the river Fowey: from the A390, turn down Fore Street then turn right when you reach the Co-operative supermarket.

Continuing along Quay Street into Coulson Park, there is a car park at the far end of the park.

These are all within a 5 to 10 minute walk of our spaces.

We are also just a **2 minute** walk from the mainline train station.

- Is your venue suitable for wheelchair users?

The Guildhall has a powered ascent/descent chair, it is quick and easy to operate and facilitates a smooth and safe method for the mobility impaired.

Persons using the Evac Chair need to have been trained, so please give as much notice as possible and in any event at least 5 clear days' notice, in order that arrangements can be put in place for a trained member of staff to be present.

Unfortunately, the Worksuite and Coulson Room are **not** currently suitable for wheelchair users.

- Can I extend my hired hours?

You can make changes to your hired hours via the online booking system.

- Where is the drop-off point for suppliers of decorations/caterers, etc?

The best drop-off point for suppliers for events in the Guildhall is at the steps of the Guildhall, Guildhall Lane, Fore Street.

- Can I stick decorations to the walls?

No decorations can be stuck on the walls or floors. We do allow safe structures which event companies use. Balloons need to be tied to tables/chairs or weighed down. Balloons cannot be allowed to float to the ceiling. Any balloons used, also need to be taken away with you at the end of your event.

- Lostwithiel Stannary Creative Spaces is a 'dry hire' venue.

What do you mean by this?

The setup, clearing up and restoration of the space hired is the hirers responsibility. Please allow enough time in your booking hours for this.

- Do I need to book the time for setting up and cleaning down?

Yes. The time you require at the venue, setting up and cleaning down must be booked. Please be mindful that we may have another booking in soon after your event has finished.

- Do you provide cleaning equipment for the hirers to use at the end of the event?

A cleaning caddy is available, but we suggest you may wish to also bring your preferred cleaning products.

- Do you allow alcohol on site?

Alcohol is not permitted on site in any of our spaces.

- Do you have a fridge?

There is a small fridge for milk etc in both the Guildhall and Edgcumbe House.

- Where do I put my rubbish?

For events in the Guildhall you are required to remove any rubbish generated and take it away with you.

- Do you allow smoking outside the spaces?

No smoking is allowed in the Taprell House courtyard or on the Guildhall outside steps.

- Will there be a member of staff on site for the duration of my event?

No

Regular Booking questions

- I am interested in booking a regular session, how do I do this?

You can see what regular availability we have using the calendar on our website. If you want to discuss your regular booking, then please get in touch at bookings@lostwithieltowncouncil.gov.uk and we will get back to you within 5 days.

- Do I have to pay for sessions that I don't need anymore?

You will be issued with the terms and conditions that explain any payment that is owed for cancellations.