

Neston Memorial Hall - Frequently Asked Questions

GENERAL INFORMATION

What is Neston Memorial Hall?

Neston Memorial Hall is a community venue located in Neston, Wiltshire, available for hire by local residents, community groups, and organisations for a variety of events and activities.

Where is the hall located?

Neston Memorial Hall is on Pool Green, Neston, Corsham, SN13 9SN.

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What are the hall's opening hours?

The hall is available for hire 7 days a week, with bookings typically available from 9:00 AM to 11:00 PM. Specific timing can be arranged based on your event requirements.

BOOKING INFORMATION

How do I book the hall?

You can book the hall by:

- Using our online booking system: [Book the hall | Neston Memorial Hall](#)
- Contacting our booking secretary via email at bookings@nestonmemorialhall.co.uk

How far in advance can I book?

Bookings can be made up to 12 months in advance. We recommend booking as early as possible, especially for weekend dates and popular times.

Is there a minimum booking time?

Yes, the minimum booking period is typically 2 hours. This allows adequate time for setup and clearing up.

Can I view the hall before booking?

Absolutely! Please contact our booking secretary to arrange a convenient time.

What is your cancellation policy?

- Cancellations made more than 2 weeks before the event: Full refund
- Cancellations made with less than 2 weeks' notice: Please contact the committee.
- We recommend taking out event insurance for protection against unforeseen circumstances

FACILITIES & CAPACITY

What is the capacity of the hall?

The main hall can accommodate:

- Up to 120 people for seated events (theatre-style)
- Up to 110 people for seated meals
- Up to 170 people for standing receptions

How big is the hall?

The main hall is 48ftx25ft or 14.63m x 7.62m.

What facilities are available?

The hall includes:

- Main hall space
- Kitchen facilities with a cooker, refrigerator, and serving area
- Tables and chairs
- Crockery and cutlery
- Heating system
- Disabled access and toilets
- Car parking facilities

Is there a stage?

Yes, please advise when enquiring to book the hall if you wish to use the stage.

What equipment is available?

We provide:

- Tables (folding tables, 10 x round wooden tables, various rectangular tables)
- Chairs
- Tables and chairs are stored in the storage container, through the white doors to the left of the stage, the storage container is on the left. Please restack as per the diagrams on the wall.
- The small children's tables, chairs and play equipment belong to Neston Pre-school and are not included in the hire of the hall.
- Basic kitchen equipment. Please provide your own cleaning consumables.

- Audio system & projector. Please do not remove cables or batteries.

Is there WiFi available?

There is Gigaclear WiFi, WEP key is on the noticeboard.

Is the hall accessible for wheelchair users?

Yes, the hall has disabled access and accessible toilet facilities.

Can I use outdoor spaces?

Yes, when booking the hall, you can use the patio and the outdoor areas, including the play area. Please note that the fields and play area are always open to the public.

Are Bouncy Castles allowed on site?

Bouncy castles are permitted inside and outside the village hall. The maximum dimension inside the Main Hall is 10ftWx10ftLx10ftH, but the booker must advise the Administrator prior to the event.

HIRE RATES & PAYMENTS**What are the hire rates?**

Our current rates are:

Regular Hire:

- £18 per hour.

Discounted Rates:

- Charitable organizations: £6 per hour

Rates include heating and basic facilities. Additional charges may apply for special equipment.

Is there a deposit required?

Yes, a security deposit of £100 is required with all bookings. This is fully refundable, provided the hall is left clean and tidy with no damage.

What forms of payment do you accept?

We accept:

- Bank transfer (preferred method)

PLEASE NOTE: You must now pay in advance within 5 working days to release the door key code. Failure to pay will result in the cancellation of your booking. Payment instructions will be included on confirmation email.

Are there any additional charges?

Additional charges may apply for:

- Extended hours beyond standard booking times
- Special equipment hire
- Extra cleaning if the hall is not left in suitable condition

RULES & REGULATIONS

Can I serve alcohol at my event?

If you are planning to sell alcohol as part of your event, you will need a [Temporary Event Notice](#) from Wiltshire Council. These carry a £21 fee and hirers are responsible for ensuring that they have applied for and received a TEN ahead of running an event where alcohol is sold.

Please note that the Hall is limited to TENs approved as a venue in any one year. If you require a TEN for the event you are arranging, you must speak to the Booking Clerk before booking, or as soon as possible after booking. The Booking Clerk keeps a log of the TENs and will be able to advise you whether it is possible to apply for one for your event. (NOTE, I'M NOT CURRENTLY – I'd imagine it's only the ball)

If you are planning to provide alcohol to guests free of charge or invite guests to bring their own alcohol, you do not need a license.

Can I have live music or a DJ?

Yes, live music and DJs are permitted. However, music must be kept at reasonable levels and must end by 11:00 PM on weekdays and 11:30 PM on weekends to respect our neighbours.

Are decorations allowed?

Yes, you may decorate the hall, but please note:

- Do not touch any of the user-group notice boards
- No adhesive tape, pins, or nails on walls
- No confetti, glitter, or rice
- All decorations must be removed at the end of your hire period

Is smoking permitted?

No, Neston Memorial Hall is a non-smoking venue. Smoking is not permitted anywhere on the premises.

Can I bring my own caterer?

Yes, you are welcome to arrange your own catering or use the kitchen facilities. All caterers must comply with food hygiene regulations.

BEFORE & AFTER YOUR EVENT

What time can I access the hall?

You can access the hall for 30 minutes before and after your booking. If you require additional setup or cleaning time, please arrange this when booking (additional charges may apply).

How can I access the hall?

The code to the key safe will be emailed to you upon receipt of payment. PLEASE NOTE: You must now pay in advance within 5 working days in order to release the door key code. Failure to pay will result in the cancellation of your booking. Payment instructions will be included on confirmation email.

Please check that you have the code at least 48 hours before your booking and contact bookings@nestonmemorialhall.co.uk for any questions. For urgent issues, please call 01249 576012 to talk to one of the volunteers who help run the hall.

What are my responsibilities as a hirer?

You are responsible for:

- Ensuring your guests behave appropriately
- Supervising children at all times
- Leaving the hall clean and tidy
- Ensuring all rubbish is taken away from the premises
- Returning tables and chairs to storage safely
- Reporting any damage or issues
- Locking up securely and returning the keys to the key safe

Do I need insurance?

We strongly recommend that hirers have public liability insurance for their event. Some activities may require this as a condition of hire.

What cleaning is expected?

The hall should be left in the condition you found it:

- Sweep/vacuum floors (equipment found through the white double doors to the left of the stage)

- Wipe down surfaces and tables
- Wash and put away any crockery/equipment used
- Remove all rubbish & recycling
- Return furniture to storage areas
- Check toilets and leave tidy

Professional cleaning services can be arranged for an additional fee.

COMMUNITY USE

Is the hall available for regular classes or groups?

Yes, we welcome regular bookings for classes, clubs, and community groups. Please contact us to discuss availability and preferential rates for regular hirers.

Can local community groups get reduced rates?

Yes, we offer special rates for registered local community groups and charitable organisations. Please enquire when booking.

How can I support the hall?

Neston Memorial Hall is run by volunteers and relies on community support. You can help by:

- Hiring the hall for your events
- Volunteering with the management committee
- Making a donation
- Spreading the word about our facilities

Contact Information

How can I contact you?

Booking Enquiries:

- bookings@nestonmemorialhall.co.uk

Urgent Enquiries

- If you need to reach us urgently, please call 01249576012.
- In case of emergency, call 999.

General Enquiries:

- Website: <https://nestonmemorialhall.co.uk/>

Address: Neston Memorial Hall, Pool Green, Neston, Corsham, SN13 9SN

Who manages the hall?

A local volunteer committee manages the hall. We are a registered charity dedicated to providing community facilities for Neston and the surrounding area.

Useful Documents

- Bookings: <https://neston-memorial-hall.lemonbooking.com/>
- [Conditions of hire • Neston Memorial Hall](#)

This FAQ was last updated: 25 March 2026

For questions not covered here, please don't hesitate to contact us. We're here to help make your event a success!