

# Syresham Village Hall Hirer's Handbook



This handbook has been compiled to assist hirers with any queries they may have in relation to the hire of Syresham Village Hall.

If you have any further questions after reading this handbook, please contact your booking clerk.

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# Frequently Asked Questions

## **When does my deposit need to be paid?**

Your deposit, if applicable, will only be due after receiving the confirmation email from our Booking Clerk.

## **When will my refundable deposit be returned?**

Your deposit, if applicable, will be returned to you directly unless you have chosen not to pay via BACS, in which case it will be returned to Ruth's shop. It should be returned no later than 10 days after your event. If you have not received your deposit within this timeframe, then please contact your booking clerk.

## **When is the full payment for the booking due?**

Full payment for your booking is due 14 days before your event, or 28 days for weddings, any adult parties, or whenever it has been agreed between yourself and your booking clerk.

## **How do I turn Off/On the building alarm?**

The burglar alarm is located within the foyer, almost straight in front of the main glass doors, clearly labelled and can be seen through the doors. Instructions on how to turn the alarm off and on can be found on Page 8 of this handbook. Please familiarise yourself with these instructions before entering the building, as the full alarm will sound approximately 20 seconds after the door is opened.

## **Where is Ruth's Shop?**

Ruth's shop/Post Office is located at 30 High Street, Syresham, NN13 5HL. It is the only shop in the village and is approximately 1 minute drive from the Village Hall.

([What3Words](#) confetti.serious.officer)

## **Where is the Wi-Fi password?**

The code for the Wi-Fi is posted on the message board outside of the meeting room in the foyer of the hall.

## **What is the maximum height for a bouncy castle?**

The maximum height allowed for a Bouncy Castle is 3 metres, or 10 Feet.

## **Are there any tea-towels provided for wiping up?**

Tea-towels are not provided, so please bring your own if you wish to use the hall's supply of crockery and cutlery.

## **Is there any washing up liquid?**

We do not provide washing up liquid. Although users do sometimes leave washing up liquid after their hire, it is best to bring your own to be safe.

## **How much crockery and cutlery are there?**

We have enough crockery and cutlery to cater for 100 people, including some glasses and water jugs.

## **Are Bins Provided?**

Yes, there are rubbish bins provided for general waste and a recycling bin, all are located within and around the kitchen area.

## **Are decorations allowed?**

Please feel free to add decorations to the tables and window boards. However, sticking any decorations onto the walls in any way shape or form is not permitted, as this damages the paintwork.

## **Are toys/games supplied for children's parties?**

Unfortunately, there are no toys/games supplied by the Village Hall for a child's party booking. We would also politely ask that any toys located within the main storage area are regarded as out of bounds and should not be used.

## **Are BBQs allowed?**

Unless you have received written permission from a Syresham Village Hall booking clerk, BBQs are strictly forbidden anywhere on Village Hall premises.

## **Are Fireworks allowed?**

Under no circumstances whatsoever are fireworks permitted anywhere on Village Hall premises.

## **What are the table shapes/sizes, and how many are there?**

There are 12 rectangle tables (184cm x 77cm), and 12 round tables (153cm diameter), stored in the hall's main storage area.

## **Do you have tablecloths, or do we need to bring our own?**

Unfortunately, tablecloths are not supplied by the Village Hall, we do ask you to supply your own. Disposable, linen, cotton etc. are all permissible.

## **How many chairs are there?**

There are 100 chairs in the hall's main storage area, plus 30 plastic chairs stored in the outside shed. The shed key is located within the cleaner's cupboard.

## **Where is the Cleaner's Cupboard?**

The Cleaner's cupboard is located within the foyer, adjacent to the kitchen door, the code to access the cupboard is 1948. The cupboard contains all the equipment needed to clean the hall before you leave.

## **Are Smoke, Haze or Bubble Machines Allowed?**

Due to Health & Safety reasons, no type of smoke, haze or bubble machines are permitted within the Village Hall.

## Booking Payments

Your refundable deposit, if applicable, only needs to be paid after receipt of your confirmation email. Once that email has been received, we would kindly ask that you please the deposit as soon as possible.

Your full hire fee must be paid by no later than 14 days before your event. (28 days for wedding receptions, adult parties, or if this has been specified by a booking clerk)

If payment isn't made by the appropriate time, then the village hall treasurer will ask your booking clerk to contact you for payment. This however will only give you a maximum of 7 days to pay before a booking cancellation can be enforced by the booking clerk.

The village hall treasurer will normally return your deposit directly, within 10 days of your event. If you have not received your deposit within this time, then please contact your Booking Clerk and they will contact the treasurer on your behalf.

When making Village Hall Booking payments, please make a note of the following:

If paying online via BACS, the booking clerk **DOES NOT** have access to the village hall's bank account and cannot confirm any payments made. We therefore suggest that you take a screenshot or print a copy of your payment at the time of payment.

If you are paying by either cash or cheque then please place the payment into a sealed envelope addressed to the Syresham Hall Booking Clerk and either drop it off at Ruth's shop/Post Office, 30 High Street Syresham NN13 5HL, remembering to let the booking clerk know.-

**Please do not send any money or cheques via the Royal Mail or any postal carrier.**

## Details for BACS Payments

Please make all payments to the below account and use the reference number provided on your booking confirmation email:

**Bank Name:** Santander UK Plc

**Account Name:** Syresham Village Hall

**Sort Code:** 09-01-29

**Account Number:** 23950128

## Collection and Return of the VH Key from Ruth's Shop

The hall key may be collected from Ruth's Village shop 20 minutes before your booking start time.

Ruth's is the only shop in the village and also serves as the Post Office at 30 Syresham High Street, NN13 5HL (what3words: Confetti.Serious.Officer )

The shop is located in the centre of the village, and the Village Hall is no more than 1 minute away by car.

### **Opening times for Ruth's:**

**Weekdays** 7.00am – 6.00pm

**Saturday** 7.30am – 1.00pm

**Sunday** Closed all day.

When you come to collect the key, please present yourself in the shop and Ruth will kindly hand the key over. If the shop is closed, then please knock on the rear door of the shop.

If for any reason you are unable to obtain a key from Ruth, then please ring your booking clerk and you will be given assistance.

When you have finished your event, please return the key to Ruth's shop in person for the next hirer. If there is no answer at Ruth's, please place the key in the grey metal oblong box, used for storing newspapers, located in the rear garden and then either ring, text or email the booking clerk immediately.

# VH Intruder Alarm Operating Instructions

The intruder alarm will need to be turned off when you enter the hall and turned on when you leave the hall, so please familiarise yourself with these instructions before entering the hall.

The alarm panel is situated on the wall in front, slightly to the right, as you enter the front double glass doors and is labelled to assist you, you can view the panel through the doors before entering.

You will have approximately 20 seconds to deactivate the alarm once you have entered the building. After unlocking both locks on the front doors you can enter the building, upon entry the pre alarm will sound, this is the start of the 20 seconds.

On the panel, press the Green (Unlock) Button (Position No1) once, then offer the fob up to Position No2; the alarm is deactivated.

If for any reason, you do set off the main alarm, just begin the deactivation process again.

When you leave, please make sure that all the lights are switched off and all the doors are closed, being locked where necessary. The arming process is very similar to the disarming process, once again you will have approximately 20 seconds to vacate the premises once the pre alarm sounds.

Upon leaving, press the Red (Lock) Button (Position No3) once and offer the up to Position No2; the alarm is activated.

The pre alarm has a different tone, but you still have the same amount of time.



## **Booking Start and Finish Times**

With regards to the start and finish time of your event, please consider the time required for setting up and then clearing away at the end. For example, if you are considering a bouncy castle, they normally ask for 30 minutes either side of your event. If you are unsure, your booking clerk can advise you.

A short period of time is deliberately left between bookings for the hall to be checked by Village Hall Committee members, and to make sure that it is ready for the next hirer. If you overrun on your hire time, this may very well impact upon the next hirer.

By signing the booking form, you agree that you and your guests will enter the hall, no earlier than 15 minutes before the time of your booking, and agree to have vacated the hall, no later than 15 minutes after your booking has finished. Failure to adhere to this polite request will likely incur an additional cost and/or the loss of part, or full amount of your refundable deposit.

## **The use of BBQs at Syresham Village Hall**

The use of disposable aluminium tray / charcoal / mesh topped barbecues (and all similar such items) is absolutely prohibited. Furthermore, the use of personally owned barbecue cooking equipment brought to the village hall by either the hirer or any other person, whether or not they are attending the intended booked event is prohibited.

However, the engagement by the hirer, of an external professional catering company and staff including their specialist equipment, to provide barbecues; pig roasts and the like is permitted on the strict proviso all such cooking activities are carried out outside the village hall building and, on the patio area at the village hall rear.

**The hirer must declare their intention to engage such a catering company to the booking clerk at the time of booking the village hall.**

The hirer is responsible for taking all reasonable steps towards ensuring the protection from damage of the grass and patio surface in the immediate area where such catering equipment is used. Such damage includes, but is not limited to, burning by hot coals, dripping hot fat and oils. Any resulting damage to the grass and/or patio surface will be subject to a reasonable deduction in the returned deposit.

**The disposing of hot ashes resulting from any such permitted barbecues, pig roasts and the like, in any of the village hall waste bins is absolutely prohibited.**

## Use of the Rubbish Bins

There are rubbish bins provided for general waste and a recycling bin, located within and around the kitchen area. We would politely ask you to empty all bins at the end of your event into the larger 'Paladin' bins, please. These larger bins can be located within the refuse compound, outside and to the rear/side of the premises.

The black liners for the general waste bins are located under the kitchen sink, and we would ask you to please replace them as necessary. The recycling bin DOES NOT require a liner because the liner is not re-cyclable.

**Please note:** The larger re-cycling bin located outside is coloured blue. General waste must not be placed into this blue bin.

## Storage of the Grey Oblong Tables

Please be aware that the oblong tables **MUST** be stored correctly in their storage trolley for health and safety reasons.

There are written instructions and pictures, attached to each trolley to provide you with the correct instructions on how to store the tables.

Regardless of how many tables are in each trolley (maximum of 6 per trolley), the two black securing straps **MUST** be secure at all times.



Please note the picture and instructions on the empty table trolley. The fact that the first table must only ever be placed in front of the hatched yellow and black bar, allowing for a safe storage angle. And finally, the top of the table faces outwards and that the two black straps must always be secured across the front of the last table on the trolley.

Please note: This is a Health & Safety matter, and failure to adhere to the correct storage of these tables, will likely result in the partial, or full loss of your deposit.

## **Storage of the Chairs**

All the chairs must be stored away at the end of your booking, all the chairs fit on the hanging racks if hung correctly.

All chairs must be folded and hung on the racks with the base of the chair facing outwards. Please refer to the photograph below as a guide. There is also a photograph on the storage room door, next to the chair racks.

Please note: This is a Health & Safety matter, and failure to adhere to the correct storage of these chairs, will likely result in the partial, or full loss of your



deposit.