

MOST FREQUENTLY ASKED QUESTIONS WHEN HIRING THE HALL.

We hire out all our rooms/halls in the building and expect hirers to nominate a responsible adult who reception staff can liaise with on the day of the event. Please make sure that they meet the centre manager or reception staff before the event.

IS ALCOHOL ALLOWED?

ANSWER:

- Yes, alcohol is allowed so long as it's not being sold.

IS THERE PARKING OUTSIDE THE BUILDING?

ANSWER:

- We do not have a car park but can park outside at specific times. There are restrictions from Monday to Friday (10am-2pm) with Permit parking only. Outside of those times, parking is allowed on the single yellow line.
- Please do not park either in the bus lane or across our neighbour's drive – you may receive a parking ticket.

CAN WE STORE BEVERAGES OR FOOD THE NIGHT BEFORE?

ANSWER:

- Yes, this does depend on the amount you need to store and what space we have in our fridge and cupboard at the time.

CAN WE PREPARE THE HALL THE NIGHT BEFORE?

ANSWER:

- Yes, depending which Hall you hire as Hall 1 and 2 is occupied in the evening so you can prepare chairs in the foyer. The Marie Heywood room is sometimes unoccupied but please enquire the day before.

CAN ACCESS THE BUILDING EARLY TO DECORATE ON THE DAY OF THE PARTY?

ANSWER:

- Yes, however we will only give you a half an hour to decorate before the party but any more extra time that you will need will be charged. **(If you have paid for the whole day booking this is included within the price)**

WHAT TIME CAN I BOOK FROM ON SATURDAY?

ANSWER:

- The booking for Hall 1 & 2 is from 12pm – 10pm as we have activities in the hall before this time. **(Please note if you do need to book an earlier time than this, please liaise with staff, note there will be an extra charge)**

DO WE SUPPLY A HOTPLATE?

ANSWER:

- Yes, enquire when booking. (Please also state on the booking form)

IS THERE A FIRST AID KIT?

ANSWER:

- In the kitchen and at the reception desk.

IS FOOD AND DRINKS ALLOWED OUTSIDE?

ANSWER:

- No, there is a sign on the entrance door stating that. The reason is to keep the noise outside the building to a minimum.

ARE SPEAKERS, MICROPHONE, LAPTOPS OR PROJECTORS AVAILABLE TO HIRE?

ANSWER:

- Yes, for an additional charge of £5 each. Please enquire when booking.

HOW MANY PEOPLE CAN FIT IN THE MAIN HALL AND MARIE HEYWOOD HALL?

ANSWER:

- 120 (seating) and 150 (standing) in the main hall also in the foyer there is 50 standing. In the Marie Heywood hall there is 40 (seating) and 50 (standing) also there is 30 (seating) in the garden area and 40 (standing).

IS SMOKING ALLOWED OUTSIDE THE PREMISES?

ANSWER:

- No, smoking is not permitted directly outside the building, nor in the Roof Garden, only approximately 10 feet away from either side of the building is allowed.

DO WE SUPPLY CLEANING EQUIPMENT?

ANSWER:

- Yes, the cleaning equipment (hoover, broom) is situated in the cleaning cupboard by the lift.

DO YOU SUPPLY BIN LINERS, WASHING UP LIQUID AND CLEANING CLOTHS?

ANSWER:

- No, please bring your own supplies as these are for the buildings use only.

CAN WE HIRE YOUR CLEANERS?

ANSWER:

- Yes, enquire at the desk when initially booking the hall.

ARE THE COMPUTERS AVAILABLE TO USE FOR THE CHILDREN WHO ARE GUESTS AT THE VENUE?

ANSWER:

- No, due to health and safety.

IS THERE WI-FI?

ANSWER:

- Yes, enquire at the reception desk.

CAN THE WINDOWS BE OPEN IN THE SUMMER?

ANSWER:

- Yes, only up to 7pm due to the fact the building is situated in a residential area so the noise levels need to be at a minimum. We have fans that we can supply you with, please ask at the reception desk.

WHERE DO YOU THROW THE RUBBISH?

ANSWER:

- At the back of the building. Enquire at the desk for directions.

WHAT TIME DOES THE MUSIC NEEDS TO BE TURNED OFF BY?

ANSWER:

- **10pm.**

WHAT TIME SHOULD EVERYONE BE OUT OF THE BUILDING BY?

ANSWER:

- **11pm** and you will need to make sure that they leave in a quiet and considerate manner as we may withhold the deposit if there is excessive noise on exit.

It is your responsibility to make sure that attendees leave your event in considerate and orderly manner.

Any questions or queries on any of the above, speak to Reception.