

FAQS for the hire of Hagbourne Village Hall

Before I Book the Hall

Where can I find a booking form? On-line (on the East Hagbourne website choose Our Village), and at the Village Shop where there are printed copies of the form.

What's the layout of the Hall? We have a large entrance hall giving direct access to all rooms, namely: our Large Hall, the Small Hall and the Meeting Room, plus lavatories for Ladies, Gentlemen and our disabled clients. There's much more information, and pictures, on the website.

What access is there to the kitchen? The kitchen is directly accessible only from the Large Hall but not directly from the Small hall from which there is a serving hatch to the kitchen. The use of the kitchen is included in the hire charge for either room.

Can I visit the Hall before I book to see if it's suitable? We welcome prior visits to enable you to be sure that our Hall is what you want for your event. Please contact the Bookings Secretary to arrange your visit. The Bookings Secretary is a volunteer and does not charge, but if you arrange a visit by calling the caretaker you are asked to pay her directly, for her time.

Is there a stage and sound equipment? Yes, the Large Hall has a curtained stage with a strong table for disco equipment. There is a dual-speaker, monaural sound system fitted; you should request its use well before the event as it has to be taken out of secure store and set up.

What is the capacity of the Hall? We can accommodate approximately 100 people sitting theatre-style in the Large Hall, approximately 40 dining in the Small Hall, or 150 at dances.

Are there facilities for the disabled? We have recently made our front-door access much more usable for those in wheelchairs, and there is a large lavatory especially equipped for the disabled. There are no significant floor level changes inside.

Do you have any facility for babies' nappy changing? Yes, we do. As of summer 2013 we have a waist-high retractable platform for this; it is situated in the Disabled Persons' Lavatory.

Is there car parking available? Immediately outside the Hall is a large car park. It is owned and operated by East Hagbourne Parish Council so if you have ANY queries about the car park itself please contact the Council.

Do you have:

cutlery
wine glasses, beer glasses
cups, saucers, plates

tables, chairs? We have cutlery for 100 settings but no serving or carving tools. There is a small number of wine and beer glasses but it's better if you bring along your own. There are about 100 mugs and 110 sets of dinner plates, soup bowls and tea-plates. We have plenty of large tables at which six can eat comfortably and eight if you're good friends, plus nearly 120 chairs.

I'm holding a childrens' party and wish to install a "Bouncy Castle" in the Hall. Is this permitted? Bouncy castles have successfully been used in the Hall but you should be aware that there are steel ceiling beams in the larger hall, which must be avoided. The castle's installation and use are outside the control of the Management Committee and hence are **entirely your responsibility**. The castle must NOT be affixed to the floor or to any part of the Hall by any means which may damage the Hall.

Is there any free time allowed for setting up and/or clearing up? We ask that you book and pay for all the time you will be in occupation; this will include any time necessary for setting-up and clearing.

What is the minimum time between events? To enable us to offer you and others a clean and tidy Hall we usually require an hour between events. Under certain circumstances, such as after a party, this time may be extended further.

Can I sell alcohol at my event? To sell or supply alcohol one needs a licence; the Hall has such a licence for the on-sale of alcohol and is prepared to make temporary transfers to approved hirers, for a fee. The alternative is to apply for a Temporary Event Licence from SODC at a higher cost, and with the additional burden of your having to complete a lengthy form.

When do I pay for my hire? We ask for the Hire monies to be paid ten days before your event. **And to *WHOM* should I send the monies?** Send to the same person/address as the booking form, please.

Do you offer any discounts? The Hall offers a discount to the parishioners of East and West Hagbourne, i.e. those resident within the boundaries of the parishes, for personal bookings.

Do you have any restrictions as to who can hire the Hall? We do not hire the Hall to anyone aged less than 18 years, nor to anyone who may still owe money to the Hall for any reason. There may be some activities or events for which we would choose not to hire out the Hall; please ask if you need to.

I've made a booking but it hasn't appeared on the published list. Why is that? It takes quite a few minutes to make any change to the on-line published bookings so the Booking Secretary does not do that every single time there is a booking or alteration. There may be a recent booking which is not yet being shown on-line. We try to update the site at least a couple of times per week but please bear in mind we are volunteers. We do what we can, when we can!

I've enquired about an available time but haven't heard any more; nor does my booking appear on the published list. Why is that? An enquiry does not constitute a booking, which is not firm until you have submitted a Booking Request to the Booking Secretary and you have been sent a Confirmation.

On the Day

Do I collect a key? The caretaker will arrive to open the Hall at the time you requested on your application.

How will I know how to operate the lighting, heating, cooker etc, etc.? We have printed a Users' Guide which is offered to all those who might find it useful. A copy is kept permanently in a drawer in the kitchen.

My guests want to arrive earlier than the time booked; will this be acceptable? The Hall will be opened at the time you booked, and unless you have made an alteration (with the agreement of the Bookings Secretary), that is the time guests may enter. If the Hall is already open owing to an earlier event being in progress, we ask that you respect their tenancy of the Hall and don't enter prematurely.

What should I do if there's no-one there to open the Hall at the time I booked? We hope this doesn't happen, of course, but if you should find yourself unable to access the Hall, please call any one of the numbers posted prominently on the front glass of the Hall.

There is another event occurring in one of the other rooms; what should I do? Please confine your use of the Hall to the room(s) you have booked and respect others' rights to the room they are in.

I want to set up for my event and then leave the Hall to go to the (e.g.) Church. What arrangements can we make? If you ask the caretaker for the loan of a key when she opens for you, she will lend you the front door key. Please take care of it; its loss will be expensive as the lock itself and ten other keys will have to be replaced.

During Hire

There is some faulty equipment at the Hall; what should I do? We'd be pleased if you would report it to the caretaker or to the Chairman. If a malfunction is interfering with the proper running of your event, you may report it immediately to any of the people whose numbers appear on the front door.

I've broken something belonging to the Hall; where should I report this? Again, to the caretaker or to the Chairman. We have an understanding view of accidental breakage, but if we feel an item has been broken through misbehaviour or similar we would expect it to be paid for. We would far rather discuss a breakage with a hirer than have to pursue them later and would hope to come to a reasonable arrangement.

How do I operate the cooker / heaters / lights / other equipment? There is a comprehensive guide to the operation of the Hall's equipment in a kitchen drawer almost opposite the entrance door to the kitchen. The caretaker should offer you this booklet when you enter the Hall.

At the Close of my Event

How much cleaning-up do you expect me to do? We expect that all tables will be clean and floors swept. We do NOT expect to find food anywhere except in the fridge or the bin!! We should like refuse put into the correct bins, i.e. recyclable items into the green bin and waste food into the food caddy etc. Our caretaker will clean and polish but we hope you will help us by clearing your rubbish etc. Please note that our Hiring Terms state that should the Hall be left in such a state that excessive caretaker's cleaning is necessary, we reserve the right to deduct the cost from the deposit left with us.

What time must we leave? The time you stated on your booking application is the time you and your guests should be leaving, and the caretaker will arrive then, expecting to be able to clean up and leave reasonably soon after that time.

What should I do with my rubbish? The Hall operates its refuse disposal according to the guidelines of SODC, that is, we want the recyclable refuse to be put in the **GREEN** bin, the food waste in the right container and the real rubbish in the **BLACK** bin. **Please** don't mix up refuse. If it is not feasible to separate your refuse we ask that you take it home with you. If we have to sort it out, it costs!

After the Event

I think I've left some property at the Hall; what can I do about it? We understand that it's easy to leave behind some item of property and we have a policy of keeping found items for up to three months. Please contact the Bookings Secretary or see a caretaker if you think you've left something with us.

When do I get back my damage deposit? The deposit is refundable 24 hours after the event if not required to effect any repairs or replacements. We try to minimise our own costs by not posting back hirers' cheques but will do so if specifically requested. Please note that we reserve the right to deduct an appropriate amount if irresponsible damage has occurred, if excessive cleaning is required or if we have to dispose of large amounts of rubbish!

I'd like to leave some feedback on my experience of the Hall. How do I do this? We should be very grateful if you wish to share any opinion of the Hall and/or the staff you have dealt with during the hire process. Please contact any Committee member, or leave a written message addressed to the Committee in the Hall's postbox. If you have a complaint about any aspect of your hire please contact the Chairman or any Committee member. We have a written Complaints Policy and will investigate your complaint accordingly. (This Policy is available for inspection upon request).

To which authority is the Village Hall responsible? The Hall is entirely self-governing and is not responsible to the Parish Council, the SODC or the Oxfordshire County Council. If you have any complaint please contact the Chairman.