

BOOKING INFORMATION FOR HALL HIRE



FELBRIGG VILLAGE HALL

Charity Registration Number: 261774

WELCOME

A warm welcome to Felbrigg Village Hall and thank you for choosing our facility for your function.

Our main aim is to provide an attractive, well maintained, self-financing and easy to use amenity which will encourage regenerating the life of the community through the provision of a wide range of facilities and events.

To this end we have provided you with a user-friendly folder (located in the kitchen) with a range of clear instructions to make your use of the hall and its facilities as easy as possible. All we ask is you leave the premises as you find them, with everything where it should be, as this helps us keep down costs and keep the hall affordable for everyone in the village.

STAY SAFE - CARE FOR EACH OTHER

Felbrigg Village Hall are here to make your event a success. Please contact **Suzanne** on **07950039218** to discuss any queries you have. More information about the hall can be found on the website.

www.felbriggvillagehall.co.uk

DATA PROTECTION

Data security and protection. We ensure the security of any personal information we hold by using secure data storage technologies and precise procedures in how we store, access and manage that information. Our methods meet the GDPR compliance requirement. See our Privacy Policy for more information.

TERMS & CONDITIONS

When you pay the deposit for the booking, you agree to all our Terms & Conditions outlined in this document. Failure to comply will result in us keeping the damage deposit and legal action if necessary. Please visit www.felbriggvillagehall/hiring-the-village-hall to read them all again. Please note, there is no negotiation on the terms.

BOOKING CONDITIONS & INFORMATION

TERMS AND CONDITIONS

When you pay the deposit for the booking, you agree to all our Booking Terms & Conditions of Hire outlined in this document and any other conditions we may impose at the time. Failure to comply will result in us keeping the damage deposit and legal action if necessary. **Please note, there is no negotiation on the terms.**

RESPONSIBILITY AND CHARGES

Felbrigg Village Hall Management Committee reserve the right to charge a cash deposit of up to **£150** for each booking, depending on the event.

- The responsible person is defined as the person who is the main booker of the event and this person is fully liable for all costs.
- The main booker must be over the age of 18.
- The maximum capacity limit for events is 60 seated or standing. This MUST be adhered to.
- If the event is for a children's party, two adults of over 18 years must be on site at all times.
- The hirer will be responsible for leaving the hall in a condition not inferior to the condition of the hall on arrival.
- The full hire fee will be chargeable in the event of a cancellation less than 7 days prior to the booking
- Felbrigg Village Hall Management Committee cannot be held responsible for any equipment, materials and/or personal items belonging to yourselves or other organisations during the event. You are to ensure you have suitable insurance cover for all said items.
- Felbrigg Village Hall Management Committee reserves the right to levy additional charges should the hall not be left in a satisfactory state.

PAYMENT

You will have received an invoice for your booking. When communicating about your booking please use your full name as a reference - starting in VH.

The invoice will state the dates when your deposit and remaining fee is to be paid. When your deposit is paid it confirms your booking.

You can pay in two ways. Either by Bank Transfer or card payment taken over the phone.

BANK TRANSFER - Account Name: Felbrigg Village Hall - Sort Code 20-03-26
Account Number: 40368881. Reference: (please use reference on invoice - starts with VHH).

DEPOSIT RETURN - We aim to return deposits within 3 weeks after event. This gives us time to get feed back from our cleaners and other hirers of the hall after your event. Please provide your account details to enable this to happen. Cash returns are not possible.

THE FOLLOWING ARE PART OF, AND NOT LIMITED TO, EFFECTING THE RETURN OF YOUR DEPOSIT

- **COMPLYING WITH RULES AND REGULATIONS:** Users MUST follow all the rules and regulations set by the village hall management. These may include occupancy limits, designated areas for certain activities, and guidelines for using equipment and facilities. These are in this document and also in the red folder in the kitchen cupboard above the built in microwave.
- **FIRE SAFETY EQUIPMENT & EXITS:** Users should familiarise themselves with the fire evacuation procedure on the Notice Board, know where the fire exits are back and front and where the assembly point is outside. The escape routes must be checked, are free from obstruction and can be used safely. No cars are allowed to park outside the main entrance doors blocking the exit.
- **CAPACITY LIMITS:** Users should be aware of and adhere to the maximum capacity limits of the village hall. Avoid overcrowding, as it can be dangerous in case of an emergency.
- **TABLES:** Must be wiped clean free of debris (food, sellotape etc) and returned to their original positions. Any breakages should be reported. DO NOT use the table for art or craft without suitable protection on the table.
- **CHAIRS:** Should be stacked at the sides of the hall in stacks no higher than 6 chairs. Chairs are to be moved using the chair trolley provided in the store room and not dragged as will damage the floor.
- **FLOORS:** Damage can be caused to the flooring by dragging of chairs, tables and other equipment. The floor is to be left clean and free of spillages and debris. There is a wide sweeper brush and spray mop to clean all floors, main hall, kitchen, toilets and entrance. Read full instructions for floor care.
- **WINDOWS AND DOORS:** Must be closed and locked before you leave.
- **KITCHEN:** The work surfaces and floors should be kept free of dirt and debris. No washing-up left and all ovens cleaned inside and out. All equipment to be returned to the cupboard found. The cooker, microwave ovens & toaster MUST be turned off at switches on the wall. All other electrical items to be turned off at panel inside door. Breakages to be reported back.
- **WASTE:** All bins should be emptied and your rubbish taken away with you. The management committee decided on this action to keep hire costs down and your co-operation is appreciated. A charge of £10 will be made for disposal of any rubbish left in the hall or car park after your event.
- **NO SMOKING OR VAPING:** It is illegal to smoke or vape in these premises and outside area. The village hall is set in a conservation area of beautiful woodland, please DO NOT smoke or vape in the outside area for safety reasons.
- **NAKED FLAMES:** Candles, tealights, indoor fireworks, sparklers etc are NOT allowed to be used in the village hall. This is to reduce the fire risk whilst hiring our building.
- **MUSIC AND NOISE** - The village hall is situated in the centre of the village, in a residential area. Music played in the hall must be at a volume so it is inaudible at a distance of 30m from the hall. Doors and windows should be kept shut. All loud music must be off by 11pm even if you have a Temporary Events Licence. We cannot risk disturbing our neighbours.
- **EXTERNAL AREAS** - Children MUST be supervised at all times when outside the front of the village hall. The car park adjoins the B1436 with no gated/fenced area. The wooded area out the back of the hall is NOT to be used, this is not our property. The car park area at the front MUST be left free from any debris when you leave (not limited to waste, external decorations, etc.)
- **ALCOHOL** - The village hall does not have a licence to sell alcohol. It is illegal to sell alcohol without a licence, you may apply for a Temporary Events Licence application from North Norfolk District Council. Search TENS North Norfolk Council for more information.
- **ALCOHOL CONSUMPTION (if applicable):** If alcohol is used in the village hall, users should ensure responsible consumption to prevent any unsafe/disruptive behaviour related to alcohol use.
- **DECORATING THE HALL** - if putting decorations up please use suitable fixtures that will not leave marks - DO NOT USE sellotape, drawing pins, nails, glue etc. Remove all decorations from the hall and leave walls clear and clean. We recommend using 3M Command Strips.

KEYS

You will have received confirmation of your event via email. You will be provided with a code for the Key Safe at the front entrance. It is the main Hirer's responsibility to ensure the keys are kept safe at all times. Loss of keys will result in £100 fine.

The code is changed regularly but you MUST not share the code.

On leaving you must replace the keys in the Key Safe and please ensure to muddle up the numbers.



TEMPORARY EVENTS LICENCE (TENS)

Felbrigg Village Hall does not have a licence to sell alcohol, you will need to apply for TENS licence from North Norfolk District Council. The summary below is what you'll need a licence for:

Alcohol - The licensable activities are:

- the sale by retail of alcohol;
- the supply of alcohol by or on behalf of a club to, or to the order of, a member of a club;
- the provision of regulated entertainment; and
- the provision of late night refreshment.

Entertainment - Regulated entertainment, subject to specified conditions and exemptions, includes:

- A. a performance of a play;
- B. an exhibition of a film;
- C. an indoor sporting event;
- D. a boxing or wrestling entertainment;
- E. a performance of live music;
- F. any playing of recorded music;
- G. a performance of dance;
- H. entertainment of a similar description to that falling within (e), (f) or (g).

Please go to North Norfolk District website for more information. Simply search **TENS North Norfolk District Council** and it will take you directly to the page.

SAFETY

Your safety is paramount in our venue and it is the Hirer's responsibility that their own safety, as well as those persons attending is ensured.

The responsible person must ensure that emergency exits are not obstructed.

The responsible person must make those persons attending the event fully aware of what to do in case of fire. See emergency evacuation

instructions posted in the hall.

NO SMOKING OR VAPING – it's illegal to smoke or vape in these premises & outside areas.

NAKED FLAMES – candles, tealights, indoor fireworks etc are NOT allowed to be used in the building.

Any equipment, including and not limited to sports, children's activities, specialist electrical and so on, are the sole responsibility of the hirer. Permission is required to bring any electrical items into the hall. They must be PAT tested.

Felbrigg Village Hall does not accept any liability of physical damage. Any damage to the hall due to equipment is the liability of the hirer and full costs must be covered by them.

Suitable insurance must be taken out if there is any potential for physical injuries.

CLEANING

Every care has been taken with our hall. You MUST return the hall in the same clean condition as you found it. Cleaning is important.

Any issues must be reported immediately and we will rectify as soon as possible.

- Cleaning products can be found under the kitchen sink. Specialised products are there to clean up human and pet body fluids. Vacuums, brooms and mops are available in the store room to the right of the stage.

- All floors must be cleaned after your event. they should be swept free of debris by vacuum or sweeping, then spray mopped.

- All bins should be emptied and your rubbish **taken away with you**.

CLEANING

Users of the village hall should take responsibility for cleaning up after their events and activities to maintain a clean and hygienic space for others to use. Here are some guidelines for users on cleaning responsibilities:

- **Remove Personal Belongings:** Users should ensure they take all their belongings with them when leaving the village hall. This includes decorations, equipment, and any items brought for the event.
- **Dispose of Waste Properly:** Users should properly dispose of all waste generated during their event. This includes food wrappers, beverage containers, and any other waste. There are designated waste bins available for this purpose.
- **Clean Up Spills and Stains:** If any spills or stains occur during the event, users should clean them up immediately to prevent accidents and maintain the condition of the hall's flooring and furniture. Cleaning products can be found under the kitchen sink.
- **Clear Tables and Chairs:** Users should clear tables of dishes and cups and stack chairs neatly after their event. Returning the furniture to its original arrangement helps prepare the hall for the next users.
- **Clean Kitchen and Food Prep Areas:** Hirers who use the facilities in the kitchen and food preparation areas should clean them thoroughly. This includes washing dishes, wiping down countertops, cleaning the sinks, sanitising surfaces and emptying bins.
- **Sweep or Mop Floors:** If the event involved food or other activities that could leave debris on the floor, users should sweep, vacuum or spray mop the floors as necessary.
- **Return Equipment to Storage:** If users used any equipment or borrowed items from the village hall, they should return them to their designated storage areas in good condition.
- **Check toilets:** If the toilets were used during the event, users should ensure they are left in a clean and tidy state. They can do a quick check to make sure the toilets are flushed, sinks and floor are clean, paper towels are properly disposed of and bins are emptied.
- **Report Maintenance Issues:** While users are responsible for general cleaning, they should also report any maintenance issues or damages they notice during their event to the village hall management.

By adhering to these cleaning responsibilities, users can contribute to maintaining a clean and inviting village hall for the entire community to enjoy.

TOILETS

Please ensure you check clean the toilets after your event.

- Feminine Hygiene - we have small bags in the ladies toilet for hygiene products. Please dispose in the toilet bin. DO NOT FLUSH DOWN TOILET.
- Hand Towels/Toilet rolls are provided - if you run out they can be found in the store room to the right of the stage, on top of the grey filing cabinet.
- Please ensure all windows are closed at the end of the event.

NOISE

Our village hall is in a residential area and noise does carry. We cannot risk disturbing our neighbours.

Music played in the hall must be at a volume so it is inaudible at a distance of 30 m from the hall. Doors and windows should be kept shut. All music must be off by 11pm. Even if you have a Temporary Events Licence all music **MUST** be off by 11pm.

Please also keep noise to a minimum when leaving the premises.

EXTERNAL AREAS

Children MUST be supervised at all times when outside the front of the village hall in the car park area. This area adjoins the B1436 with **NO gated/fenced area**. The wooded area out the back of the hall is **NOT** to be used. This does not belong to the village hall.

- A. Please take extra care when leaving the car park exiting onto the B1436 on foot or in a car.
- B. The wooded area to the right is used for residents to deposit garden waste. This area does not belong to the village hall and is **NOT** to be used.
- C. There is a public footpath to the left of the village hall through National Trust woodland leading out to Hall Road.

SMOKING & VAPING

Felbrigg Village Hall is a NO SMOKING & VAPING building and outside area. The village hall is set in a conservation area of beautiful woodland.

We do not expect to find any cigarette butts or litter in outside areas.

RUBBISH

You must take your waste away with you as we do not have the facilities to remove events rubbish. We encourage recycling and are hoping to get a bottle bank outside the hall in the future.

Do not leave any waste bags outside.

Failure to remove rubbish may result in a £5 per bag of rubbish deduction from your deposit.

MAIN HALL

The main hall has a stage with two steps highlighted by black tape, chairs, tables and wooden floor. There are two doors, one double door leads to the entrance and front fire exit out of the building to the car park at the front. The other leads through a sliding fire door into the kitchen and to the rear fire exit around the back and side of the building to the car park at the front. Follow

WINDOWS & DOORS

- The windows unlock/lock with the small key found on the main key ring.
- Please do not wedge open any fire exit doors.
- Please make sure to close all doors and lock windows before you leave.

CHAIRS

- Chairs are stacked 6 high - please ensure you do not stack higher as they can topple over.
- Please use the chair trolley to move around hall. This can be found in the store room.
- DO NOT drag the chairs in case they scratch the floor.

DECORATING THE HALL

If putting decorations up please use suitable fixtures that will not leave marks on the walls and doors.

WE RECOMMEND - 3M Command Strips have hook and loops that don't damage the paint work.

DO NOT USE cellotape, drawing pins, nails, glue etc. Remove all decorations from the hall leave walls clear and clean.

TABLES

You will find tables on the right and left side in the store room.

The assembly is fairly self-explanatory. Ensure legs have clicked into their holding brackets fully before using.

Clean down tables before and after use.

FLOOR

Our hall has wooden floor boards so we ask you to ensure you do the following to help maintain it's up keep:

1. Dry sweep using wide sweeper brush or vacuum cleaner provided in the store room. You can spray mop.
2. Spillages should be cleaned up IMMEDIATELY. Please ensure it's dry after use.
3. DO NOT SOAK the floor.

FIRE

To comply with fire regulations our hall maximum capacity is 60 people standing or sitting on chairs at tables. **THIS MUST BE ADHERED TO.** Please ensure the internal sliding fire door & external fire exit to the kitchen is closed tight before you leave.

HEATING

There are two heaters, one at each end of hall. You need to switch them on with the marked switches, on the right as you go in the kitchen on the panel next to the fuse box.



STORE ROOM - RIGHT OF STAGE

Within this room you will find all cleaning tools and items that may be of use.

- Brooms, Vacuum, Buckets, Brush & Dustpan

We ask you NOT to use anything else in this room - please ensure the light is off and door is closed before you leave

DO NOT TOUCH the piano. It needs tuning.

KITCHEN



KETTLES AND URNS

- ** There are two kettles for making hot drinks, they will be out on the worktop.
- ** If you are going to make lots of hot drinks we also have two urns, one large, one small. They're kept in the cupboard to the right of the sink under the window. **Stand urn on worktop and fill with water using a jug.** Plug in, switch on and wait for the green light to show water is at required temperature. DO NOT lift urn while full of boiling water. Ensure you empty urn by running water out of tap. Return to cupboard at end of use.

KITCHEN EQUIPMENT

- There is an array of items within the cupboards of the kitchen which are welcome to use for your event. Please ensure that all items are returned clean and to their previous location.
- Tea towels can be found in the drawer. Please leave all dirty tea towels on the worktop to the right of the hand wash sink in the kitchen next to the fridge/freezer.

CUTLERY

We have plenty of cutlery for your needs. Some in the cutlery drawer, some in the store room on rack at back by windows.

Please ensure all cutlery is CLEANED and DRIED and is returned and sorted into the cutlery drawer to the left of the cooker.

WATER HEATER

You will need to switch on the water heater just inside the door on the right by the electric fuse board. See picture ---> It takes about 15 minutes to heat up.

Do not touch controls on the water heater itself. You'll need hot water to wash up and clean down the worktops.

CLEANING

- Kitchen should be left clean and tidy with everything put back in its relevant place.
- There should be no washing up left – relevant equipment is provided for washing up.
- The cooker and microwaves should be left clean and without food residue. Floors should be swept and spray mopped
- after use. Spray mop can be found in store room.
- The rubbish bin is in the tall thin unit by the fire exit in the kitchen.
- Remove your rubbish and take home with you.

CROCKERY & GLASSES

We have a lot of crockery for serving people. Some in the cupboards and some in the store room on the racks at the back by the windows. Please let us know numbers should you wish to use these.

1. Dinner & Side Plates
2. Mugs, Coffee Cups, Tea Cups & Saucers

In addition to these, we have various other items available for you to use in the cupboards.

We ask that you treat all the items in the kitchen with care and attention.

Breakages - Please report all breakages as soon as possible. Some may be payable.



KITCHEN SAFETY



KITCHEN SAFETY - BE SAFE WHILST WORKING IN THE KITCHEN

BE AWARE AT ALL TIMES.

WASH YOUR HANDS - please wash your hands before you start any food or drink preparation.

CLEAN AS YOU GO - we strongly advise that you clean as you go using the products provided under the sink.

SLIPS, TRIPS AND FALLS - Ensure the floor is kept dry at all times. Turn on the floor plinth heaters at main panel inside kitchen door, then switch on the plinth units. Use floor cloths under hand washing station sink to clean up spills immediately.

FOOD SAFETY

When serving food and drinks for guests, we ask you to follow good food hygiene.

The 4Cs of food hygiene - The four main things to remember for good hygiene are the 4Cs:

Cleaning | Cooking | Chilling | Cross-contamination

1. CLEANING

You should do the following things:

- Clean and disinfect food areas and equipment between different tasks, especially after handling raw food.
- Clean as you go. If you spill some food, clear it up straight away and clean the surface thoroughly.
- Use cleaning and disinfection products that are suitable for the job.

4. CROSS-CONTAMINATION

Cross-contamination is when bacteria is spread between food, surfaces or equipment. Cross-contamination is one of the most common causes of food poisoning.

Raw food

It is most likely to happen when raw food touches or drips onto ready-to-eat food, equipment or surfaces. For example, if raw meat drips onto a cake in the fridge, bacteria will spread from the meat to the cake.

Always keep raw and ready-to-eat food separate, including packaging material for ready-to-eat food

Store raw food below ready-to-eat food in the fridge - use separate fridges for raw and ready-to-eat food if possible.

Equipment

It can also happen when you use the same equipment for raw and ready-to-eat food. Use different equipment (including chopping boards and knives) for raw meat/poultry and ready-to-eat food unless they can be heat disinfected in, for example, a commercial dishwasher.

Hands

Hands can also spread bacteria. If you do not wash your hands thoroughly after touching raw food, you can spread bacteria to the other things you touch. **ALWAYS** wash your hands thoroughly before preparing food and after touching raw food.

Preventing cross-contamination

You must ensure that work areas, surfaces and equipment used for raw and ready-to-eat food are adequately separated. Use colour coded chopping boards correctly.

1. Clean and disinfect work surfaces, chopping boards and equipment thoroughly before you start preparing food and after you have used them to prepare raw food
2. If raw and ready-to-eat food need to be handled in the same preparation area, ensure the area is thoroughly disinfected between these uses.

2. COOKING

Thorough cooking kills harmful bacteria in food. Undercooked food could cause food poisoning.

- Ensure all food is piping hot throughout.

3. CHILLING

Chilling food properly helps to stop harmful bacteria from growing. Some foods need to be kept chilled to keep them safe, for example:

- food with a use-by date
- cooked dishes
- other ready-to-eat food such as prepared salads and desserts

It is very important not to leave these types of food standing around at room temperature.

ON LEAVING

CLEANING

It is the Responsible Person's role to ensure that the village hall is left in the condition it was when first entering. To ensure the safety of the village hall please ensure:

KITCHEN

1. **WATER & PLINTH HEATERS** - Switch off at switches located on right as you go in door.
2. **CROCKERY & CUTLERY** - Return crockery, cutlery etc. to where you found it.
3. **OVENS & ELECTRICAL ITEMS** - Switch everything off at wall switch or panel inside door.
4. **BACK DOOR** - Ensure fire door to kitchen is slammed closed and bar fully locked.
5. **WINDOW** - Ensure window is closed and locked with small key on main key ring.
6. **KITCHEN SLIDING FIRE DOOR** - Please ensure you slide this door shut tight before leaving.
7. **LIGHT** - Ensure you switch the kitchen light off. Switch is outside of the kitchen door in hall.

MAIN HALL

1. Sliding fire door to kitchen is shut tight.
2. All windows are shut and locked.
3. All lights in hall are switched off (switches are by internal doors as you go out of hall).
4. Store room light is off and door closed.
5. Main hall internal doors are closed.

GENERAL

1. Turn off all lights, with the exception of the car park flood light, which is PIR controlled and marked.
2. Ensure that all taps are turned off in the kitchen and toilets and doors are closed.
3. Main entrance doors (both of them) are closed and locked.
4. Return the key to the Key Safe, secure and scramble lock.

RUBBISH

- You **MUST** take your waste with you as we do not have the facilities to remove events rubbish. We encourage recycling so if you have any glass bottles / cans please take home to recycle.
- Failure to remove rubbish will result in a £5 per bag of rubbish deduction from deposit.