Village Hall Hirer's Guide

WATERFORD VILLAGE

Waterford Village Hall
2, The High Road
Waterford
Herts SG14 2PR

Telephone:
07596 496306
(Mon-Fri 10am-3pm preferred)

waterfordvillagehall@gmail.com
www.waterfordvillagehall.co.uk

Welcome to our Village Hall!

Please read carefully.
Pass this information on to anyone else who will be in charge of opening the Hall and/or running your event. We want your use of our Village Hall to be as good an experience as possible. These notes should help you to know what facilities we have, what to expect, to understand what you must do before during and after use, and how to get further help and information.

- A summary of our facilities
- Access and departure – getting in and locking up
- Travel details and car parking
- Your booking - What you need to know
  - Insurance
- Waterford Recreation Charity
- Contacts and help with problems
- FAQ - your question may be answered here
- Inventory - a list of what is provided in the hall

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Facilities available to hirers

The hall can accommodate and support a very wide range of activities and events and has a considerable amount of equipment which can be made available to hirers, including:

- Tables – rectangular and square. A total of 39 tables
- Chairs – 84 plastic chairs
- Kitchen with crockery and cutlery for approx 80 people
- Glasses (wine, juice, beer), water jugs, approx 80 mugs
- Fridges (2) with ice boxes
- Ovens (2), range oven with induction hob; microwave
- Ladies and Gents' toilets, disabled toilet and baby changing facilities

Extra services

Early set-up: For certain events we may be able to offer you use of the hall on the previous evening to set up, if the hall is unoccupied. We would only charge for your time in the hall, not for the total elapsed time. Please ask.

Cleaning and rubbish removal

Please mop up spills promptly - especially on the wooden floor of the main hall.
Please only put toilet paper down the toilets, not wipes etc.
We ask that you leave the hall as you find it – and clean up by sweeping and/or vacuuming. Equipment is in a marked cupboard in the kitchen and under the sink.
ALL RUBBISH must be taken off-site when you leave. **There is no refuse collection to the Village Hall. PENALTY £50 if we have to remove it for you.**

Problems

Occasionally hirers run into difficulties (eg blocked drains, tripped fuses or other problems). Follow instructions provided on signs and if you cannot solve it, use the contact list to seek immediate assistance.

Access and departure

You will have been given a code for the key box before the day of your hire. To access the key box, slide cover down, align numbers to the code, pull down release button to the left. There are 3 keys - 2 for the main entry door, and one for the kitchen door.

Lighting

There is automatic exterior lighting and two entrance light switches high up to the left of the entrance doors as you go in.

Heating

The main hall has electric wall heaters. The power for these needs to be turned on and off from inside the louvre door electricity cupboard in the entrance. It is a large yellow handle. Please make sure these are turned off before leaving. The boiler switch for hot water is to the left of the kitchen sink.

Setting up

Tables and chairs are stacked in the far cupboard on the right in the main hall. Before leaving, please return all chairs and wiped down tables back in to the storage cupboard, and stack with safety in mind.

Before you leave - checklist

- ❑ Check all windows and doors are closed and secured.
- ❑ Check for any items left behind.
- ❑ Turn off yellow handle for wall heaters.
- ❑ Turn off boiler switch for hot water and turn off window fan if open.
- ❑ Empty fridges and ice box, make sure the doors are closed properly.
- ❑ Lock kitchen door.
- ❑ Take all rubbish off-site, or penalty of £50.
- ❑ Turn off all lights and both switches by entrance doors.
- ❑ Return the keys to the key safe, scramble the numbers.
- ❑ Notify us of any breakages please.
- ❑ If you should have any problem accessing/ returning keys, please call 07596 496306
- ❑ LEAVE ON TIME AND QUIETLY

Your booking – what you need to know

By booking Waterford Village Hall, you agree to abide fully by our terms and conditions including our alcohol licence conditions. You can view our full terms and conditions on our website or by asking for a copy. No alterations or additions may be made to the premises nor may any fixtures be installed but decorations may be semi-permanently attached at your risk to metalwork, leaving no damage.

Hours of events

Your booking hours are the hours specified on the booking form and the room(s) will not be available to you before or after these times, and may be in use by other hirers – see our 'Calendar' on our website for information on who is using the hall. If you want to setup for an event on the previous evening, or clear up the following morning, you must arrange this with the bookings manager.

How things work and where things are

There are 39 various size tables and 84 chairs for the use of hirers. Please ensure you return them to the cupboard when your hire period ends. We have a number of cupboards in the kitchen which hold the full inventory. If you are in doubt about the availability of any item or its use, please query it with us as soon as possible.

Safety

Please remember that you are responsible for the safety of your guests. Keep exit routes clear and free from trip hazards. Take care moving tables and chairs. Keep children out of the Kitchen area.

Insurance

The hall carries its own insurance for its building and contents and for public liability up to £5m. This does not cover your own liability to guests or participants at your own event, and does not include insurance for any equipment or goods that you bring to the hall. We can accept no liability for loss or damage. We also do not accept any liability for damage or loss of or from vehicles left in our car park. Please arrange your own insurance for outdoor bouncy castles etc.

Charity

The hall is a registered charity and depends largely on the efforts of volunteers to manage and run it and to raise funds for improvements. We are continuously working on upgrading everything, but there is always more to be done. We are always very pleased to receive donations. and we will be very pleased to discuss any ideas for fundraising events and other help-in-kind to help the hall. Or join our committee and join in with the fun!

Contacts

Bookings Manager
Diane Shattock 07596 496306

Hertford Police
101 non emergency

Emergency Services
999 emergency

Full information about the hall and the latest version of this guide can be found on our website

FAQ

ACCESS TO THE HALL
There is a key safe for key collection and return. The Bookings Manager will give you the code before your event. There is a separate post box for you to report damages, at the end of your event.

AGE GROUPS
We do not allow parties from ages 12-21

BOUNCY CASTLES AND GAZEBOS
These are allowed outside on the playing field, *but not in the hall.*

CAN WE SELL ALCOHOL AT OUR EVENT?
Alcohol may be sold at the hall, but it is the responsibility of the hirer to apply for a TEN (Temporary Event Notice) licence from East Herts Council; obtain by using this link: https://www.eastherts.gov.uk/licences-registration/alcohol-entertainment-late-night-refreshment/temporary-event-notices-ten

CAN I VIEW THE HALL BEFORE BOOKING?
Not a problem - if you contact our Bookings Manager by emailing waterfordvillagehall@gmail.com we are very happy to arrange for you to view the facilities before booking.

CAPACITY
The hall will hold 80 people comfortably.

DAMAGE
IF there has been any damage/breakages, please let us know. Significant items may be charged, at our discretion.

DISABLED ACCESS
The hall has an accessible toilet, with no steps at the entrance. There are two Blue Badge spaces at the front..

FAQ

EMERGENCY CONTACTS
The emergency phone number is 07596 496306.

FIRST AID BOX
The first aid box & accident book are in the wall cupboard to the right of the hatch.

HEATING
There are wall mounted fan heaters, which are very effective. Please ensure all heaters are switched off after your event.

HIRE TIMES/CHANGEOVER
Hire times are :
9.00am – 1.30pm
1.30pm – 6.00pm
6.00pm – 12 midnight (except Sundays when the hall must be vacated at 6.00pm)
Please note that your end time is the time you will be required to vacate the premises, as other hirers may require access at that time. Over running may incur extra charge if the next hirer is inconvenienced. Likewise, do not arrive early.

If you are leaving late, please leave quietly and have respect for the neighbouring residents.

HOW DO I MAKE A SUGGESTION/GIVE FEEDBACK ON THE HALL?
We are very keen to continuously improve and welcome all feedback on any aspect of your experience with us (either good or not-so-good) - if you visit our website, you can open an email, where you can send us your thoughts.

IS THERE CAR PARKING AVAILABLE?
There is a non-exclusive car park for around 15 cars at the back of the hall and 2 spaces at the front for disabled use. Note, this is also used by the public.

KITCHEN FACILITIES
There is a water urn, microwave, cooker, 2 fridges but no freezer.
Please see our inventory for a list of all items for use in the kitchen.

PLAYING FIELD
Please note that the playing field and play equipment attached to the hall is open to the public at all times, and is not for exclusive use of hirers.

FAQ

RUBBISH
Please ensure you take all of your rubbish home with you, as we have no rubbish collection at the hall.

SIZE OF THE HALL
The hall measures approximately 10 metres (30ft) x 6 metres (18ft).

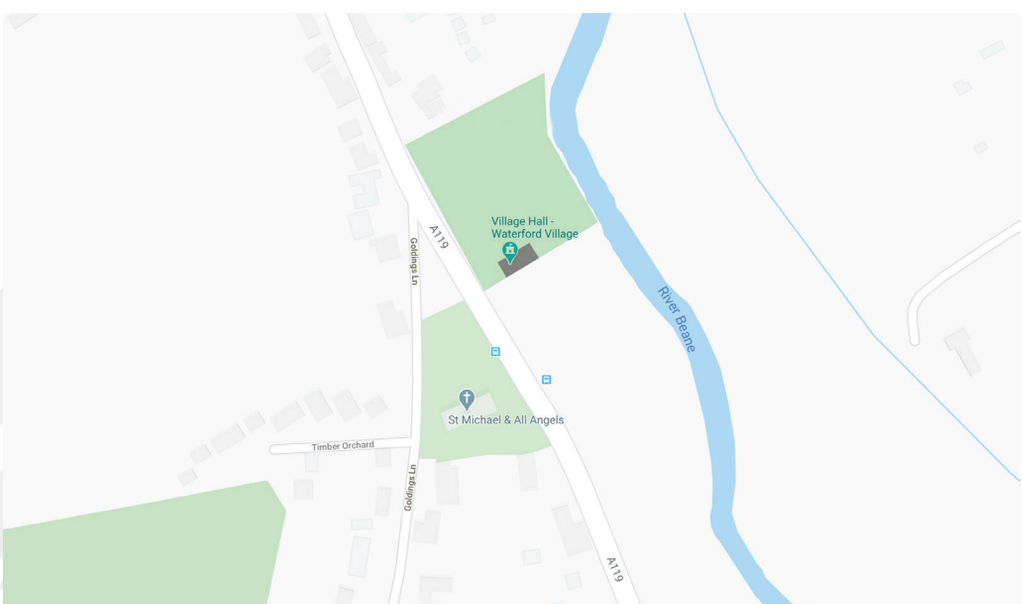
TABLES AND CHAIRS
There are 39 various size tables and 84 chairs for the use of hirers. Please ensure you return them to the cupboard when your hire period ends.

TOILETS/BABY CHANGING
There is a ladies and gents toilet, and baby changing facilities are available in the disabled toilet.

WATER HEATER
The switch for the hot water is to the side of the sink. Please ensure it is switched off when your hire period ends.

Travel and Parking

By train: The nearest station is Hertford North which is a good 25 minutes walk or 5 mins by taxi/car.

By bus: The bus stops directly outside for both directions. The 390 bus goes from Hertford Bus Station to Stevenage. Check times as it often doesn't run in the evening.

By car - For Satnav users the postcode is SG14 2PR
The Village Hall sign marks the entrance, opposite the Church.
We have car parking for approx 15 cars but note that some spaces may be in use by other users, and users of the adjacent Church, although this is unlikely. The front two spaces are for disabled use.