

Village Hall Hirer's Guide



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

Telephone:
07584 123958
(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

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 over 54 tables
- Chairs – 83 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
- Dishwasher and glasswasher (commercial 3 minute cycles)
- Ovens (2), range oven with induction hob; microwave
- Ladies and Gents' toilets, disabled toilet and baby changing facilities

Extra services

Early set-up: For events such as parties and wedding receptions on a Saturday, we may be able to offer you use of the hall on the previous Friday 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.

Clearing the following morning: For Saturday events (and possibly some Friday events) we may be able to offer you the option of leaving clearing up until the following morning, normally for 2 hours between 8 and 10am. 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.

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 red 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

Switch on the dishwasher, if required (as per instructions.)

Fill and switch on the water urn, if required - never leave unattended.

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 red 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.
- Turn off water urn.
- Drain, rinse filter and turn off dishwasher.
- Lock kitchen door.
- Take all rubbish off-site.
- 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 07584 123958 in the first instance, or return keys to 22 High Road, Waterford.
- LEAVE ON TIME

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. Over-running may result in a deduction from your deposit if the next hirer complains. 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

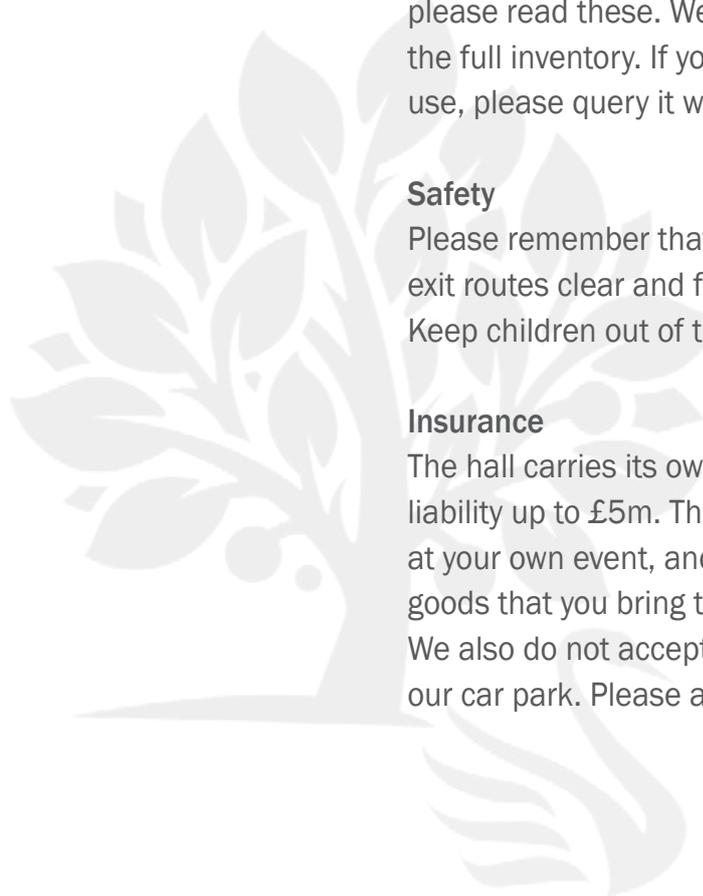
There are 54 various size tables and 83 chairs for the use of hirers. Please ensure you return them to the cupboard when your hire period ends. Some of the hall equipment, including the commercial dishwasher and glasswasher, may be unfamiliar to you. We have put up instructions next to each item so please read these. 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

Main contact about the building:
Ray Ward 07870 170709

Bookings Manager
Lacey Owen 07584 123958

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 calling 07584 123 958 (Mon-Fri 10am-3pm preferred), or email 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

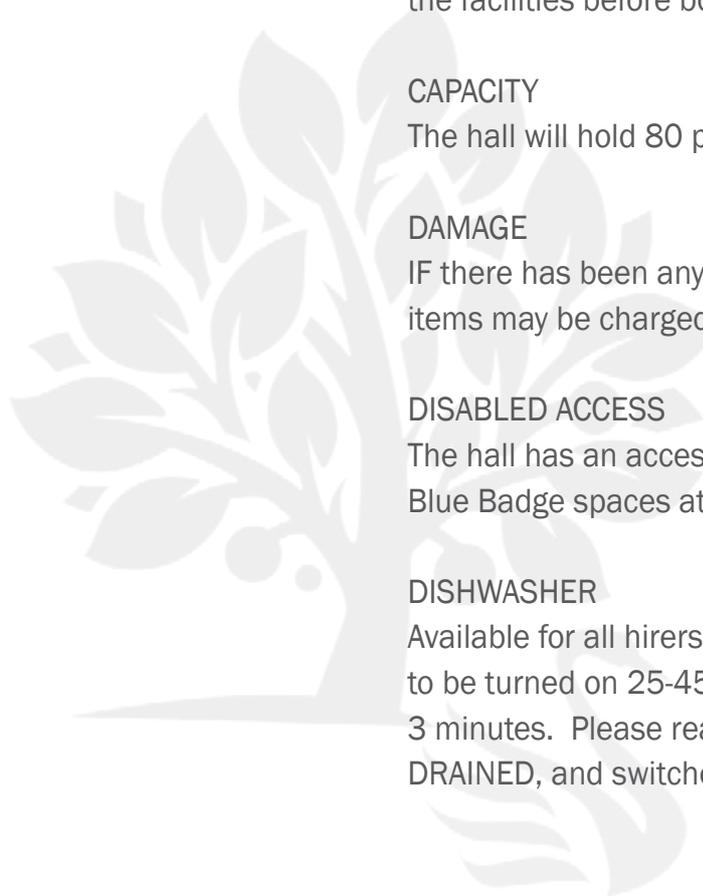
IF there has been any damage/breakages, please let us know. Significant items may be charged, at our discretion.

DISABLED ACCESS

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

DISHWASHER

Available for all hirers but please note it is a catering dishwasher and needs to be turned on 25-45 minutes before use. It does small washes, every 3 minutes. Please read the instructions. Please make sure it is left clean, DRAINED, and switched off when your hire period ends.



FAQ

EMERGENCY CONTACTS

The emergency phone number is 07584 123958.

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, dishwasher, 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 54 various size tables and 83 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.

WATER URN

There is a water urn in the kitchen for hirers, but please ensure it is switched off at the wall when your hire period ends.

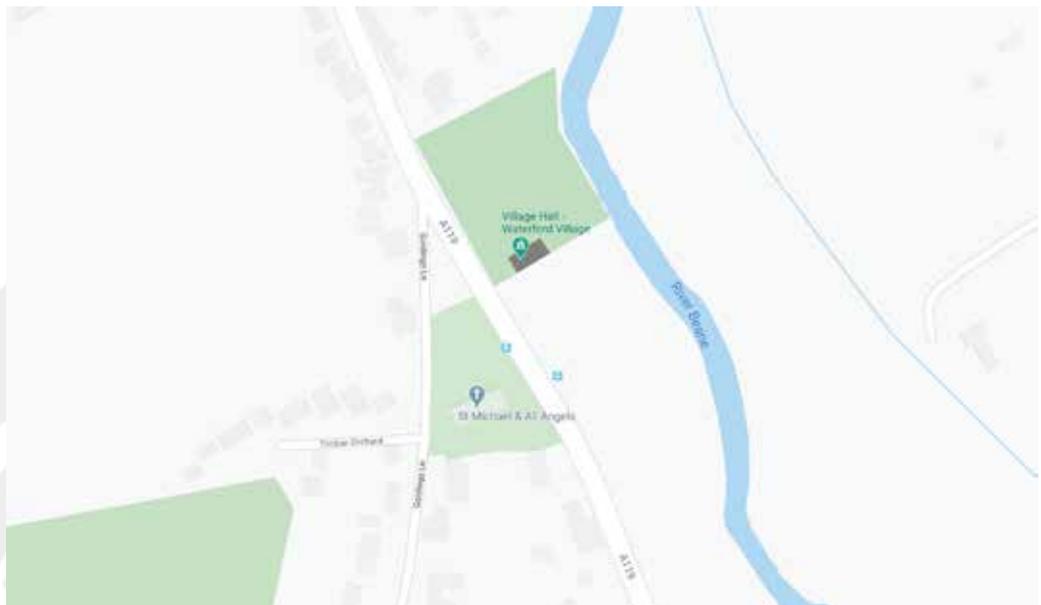


Travel and Parking

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.



Glasses	Round Small Wine Glass	29	
Glasses	Tall Glass		
Glasses	Short Tumbler		
Glasses	Half Litre Straight Glass	5	
Glasses	Half Pint Straight Glass	4	
Glasses	Half Pint Glass	27	
Glasses	Pint Glass	16	
Glasses	Champagne Flute	14	
Glasses	Navy Blue Plastic Glasses	22	
Teapot	White 8 cup Teapot	1	
Teapot	Silver catering teapot	3	
Teapot	White 4 cup Teapot	1	
Jug	Small Glass Milk Jug	7	
Jug	Large China	2	
Jug	Large Stainless Steel	2	
Jug	Large Water Jug	4	
Jug	Large Plastic Blue Jug	2	
Jug	Yellow Large Jug	1	
Jug	Large Glass	2	
Jug	Lidded Glass	2	
Jug	Plastic (3 with lids)	9	
Jug	Large Pyrex Measuring	2	
Glass	Sugar Bowl (glass)	6	
Glass	Sugar Bowl (China)	7	
Glass	Small vases	3	
Platter	Plastic Green / Yellow Platter	7	
Platter	Plastic Silver (Medium)	2	
Platter	China White	2	
Platter	Metal Silver (Large)	1	
Bowls	Plastic Large (flowery)	2	
Bowls	Plastic Large Mixing Bowl (clear)	1	
Baskets	Various shapes/sizes	4	

Trays	Black Plastic	5	
Trays	Large	2	
Trays	Round	1	
Cutlery	Knife	118	
Cutlery	Fork	91	
Cutlery	Dessert Spoon	73	
Cutlery	Dessert spoons (large)	23	
Cutlery	Teaspoon	143	
Utensils	Knife Set (5 in Block)	1	
Utensils	Cake Knife	1	
Utensils	Palette Knife	1	
Utensils	Cake Slicer	1	
Utensils	Bread Knife	3	
Utensils	Cooking spoons	5	
Utensils	Fish Slice	2	
Utensils	Vegetable knife	3	
Utensils	Carving knife	1	
Utensils	Miscellaneous knife	1	
Utensils	Bottle Opener	2	
Utensils	Tongs	1	
Utensils	Can Opener	1	
Utensils	Scissors	2	
Utensils	Ice Cream scoop	1	
Utensils	Peeler	1	
Utensils	Masher	1	
Utensils	Ladle	1	
Utensils	Plastic Colander	1	
Cooking Equipment	Catering Size Pans	4	
Cooking Equipment	Frying Pan	1	
Cooking Equipment	Baking Trays(non-stick)	4	
Cooking Equipment	Baking Tray (deep)	2	
Miscellany	Bin	1	

	Electric Kettle	2	
	Electric Urn	1	
	Cutlery Tray	1	
	Microwave	1	
	Henry Hoover	1	
	Broom	1	
	Dust Pan/Brush	1	
	First Aid Kit	1	
	Salt Pot	5	
	Pepper Pot	6	
	Large Tables to seat 6	28	
	Old Style Heavy Tables to seat 6	8	
	Square Tables to seat 4	18	
	Chairs	83	