

Arkhholme Village Hall



CUSTOMER REFERENCE GUIDE

January 2019

Welcome to Arkholme Village Hall

We have put this booklet together as a quick reference guide for our customers to answer any questions you may have about use of our facilities during your event.

You can find additional information and resources on our website www.arkholme-village-hall.co.uk. Please also refer to our Standard Conditions of Hire that formed part of your booking which can be found at the back of this leaflet.

We would be grateful if you could help us by leaving the premises in a clean and tidy condition ready for the next user and reporting any issues or concerns to us via our email address arkholmevillagehall@gmail.com

We are always looking for new individuals willing to join our enthusiastic team of volunteers to help out with looking after the hall and organising events. If you have time to spare and are interested in getting involved please do get in touch.

Thank you and we hope you enjoy your visit!

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1) Contact Details

During your event please use the number below if you need any help or have any questions.

 **07716 122940**

If you need to contact us in an emergency please use one of the following numbers



 **07482 571360**

 **07929 651768**

 **07973 370083**

For bookings and general enquiries please email us on:

arkholmevillagehall@gmail.com

Further information about the hall, events, classes and groups is available on our website:

www.arkholme-village-hall.co.uk

Follow us on social media, we'd love you to share your photos and news of your events



@arkholmevillagehall @AVHnews

2) Wi-Fi

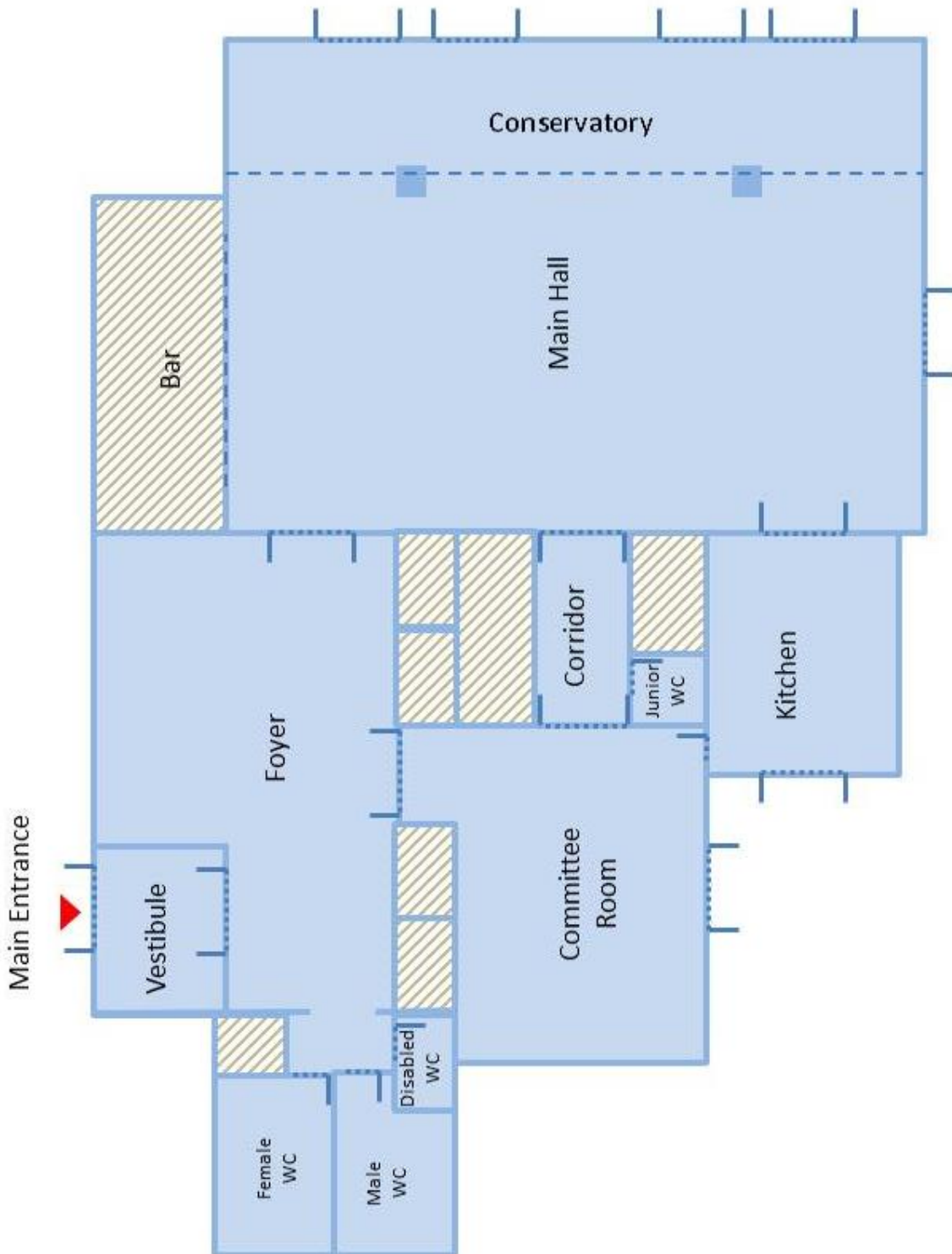
We are lucky enough to be part of the Broadband for the Rural North (B4RN) network, the world's fastest rural broadband. We offer access to our Wi-Fi free of charge to all our customers:

Wi-Fi code: B4GMVZWC48

3) Floor Plan

To help you make best use of the building we have provided the floor plan below (not to scale). A downloadable version is available on our website at:

www.arkholme-village-hall.co.uk/floor-plan



4) Kitchen

Our well-appointed kitchen is available for use during your visit including crockery, cutlery and a wide selection of preparation equipment. Please check all equipment provided is clean and in good working order prior to use. Although the kitchen is checked and cleaned regularly we are not able to do this between each user. Please report any problems to us then we will be able to rectify them as soon as possible.

Please leave the kitchen clean and ready for the next user, wash and replace all items and ensure all equipment is switched off after use.

- 1) The **oven and hob** are on a gas interlock system so will not light unless the extraction fan is on and the vent (high up above sink) open. The switch and instructions for use are on the wall to the left of the hob.
- 2) The **urn (for hot drinks)** takes approximately 30 minutes to fill and reach temperature. The mains switch is on the wall behind and to the left of the urn. The 'Ready' light will illuminate once it has reached temperature. It is plumbed in so does not require filling.
- 3) The **hots taps** at the main sink and hand wash sink are fed from their own boiler located above the dishwasher. If you find this is switched off there is a button on the front of the boiler, press once to switch on.
- 4) **Knives and sharp items** are kept in a locked drawer in the central kitchen island. The key is on a hook inside the second small wall cupboard to the left of the door into main hall.
- 5) **Cups, saucers, dinner plates, dessert plates, side plates and bowls** are available in the base units and wall cupboards. **Cutlery** is in labelled plastic boxes below the hot water urn. **Cooking equipment** can be found in the central island unit along with a small selection of serving dishes.
- 6) The mains switch for the **dishwasher** is on the wall behind the sink. Insert the tube plug and replace the metal grille inside the machine, then switch on the unit power. The system takes approximately 20 minutes to fill and reach temperature. There are 3 cycles which take 1, 2 or 3 minutes. The dishwasher also thermo-disinfects so no need to dry anything. **Please drain and clean the unit after use**, to do this remove the metal grille and plug, close the door and run the drain and clean cycle. Then switch the unit off and leave the door open, this prevents a smell building up between uses.
- 7) Fresh **tea towels, cloths and aprons** can be found in the drawers in the central island unit. Please place these in the red bin under the hand wash sink after use ready for laundering.
- 8) The **electric fly catcher** should be switched on when preparing food.

9) There is a **hot cupboard** for your use at the end of the island unit. It is moveable and is powered by a normal plug, which you will need to plug in before us. It can be used elsewhere in the building if required.

5) Committee Room

The majority of the chairs are stored neatly at the back of this room. Please stack no more than 6 high and do not allow anyone, especially children, to climb on or under the stacks.

6) Foyer

The foyer has modular chairs and small coffee tables that should be left neatly arranged. Coats can be hung on the available coat racks. A table is also left available in the foyer for use by our Post Office Service.

7) Toilets

You should find sufficient toilet roll and soap in the toilets for your event. There are hand driers in the ladies' and men's toilets and both a hand drier and paper dispenser in the disabled toilet.

A junior toilet is also located in the corridor between the main hall and committee room.

8) Car Park & Grounds

Hopefully you will find ample parking for your event, however please supervise car parking arrangements to avoid any risk to pedestrians or obstruction to the highway.

The adjacent playing field can be accessed via the gate from the hall grounds and is available for public use.

9) Bar Services and licencing

We are very pleased to be working in partnership with **Old School Brewery** who are now providing bar services at the hall. If you have arranged to have the bar open during your event (this would need to have been booked at least 2 weeks in advance) we are sure the OSB team will give you and your guests a very warm welcome at the bar.

Arkholme Village Hall is licenced by Lancaster City Council to provide late-night refreshments and regulated entertainment and sell alcohol.

- The bar can be open until midnight on Friday and Saturday and 11pm Sunday to Thursday.
- Music can be played in the hall until half past midnight on Friday and Saturday and until 11pm Sunday to Thursday.

10) Additional Glassware

If you have booked additional **champagne flutes, wine glasses and/or water glasses** these will be left out for you in the foyer prior to your event. Please arrange for this glassware be washed and reboxed in the kitchen by you or your caterer, the bar does not have the capacity to wash large quantities of additional glassware while it is open.

11) Decorating the hall for an event

Decorations for your event can be hung on the walls and ceilings, however please do not use *blutack*, *sellotape* etc as this may damage the paintwork and also effects the fire retardant coating on the woodwork. There are a number of small hooks already positioned around the hall and we can recommend other means of affixing decorations if you require. A ladder is provided in the caretaker cupboard. The access code is c06x42.



Take care when working at height.

Use only the ladder provided and check it prior to use.

12) First Aid & Medical Emergencies

In case of emergency dial 999

There is a First Aid kit in the kitchen, if it is used please report to the committee by sending an email to arkholmevillagehall@gmail.com. Any accidents or near misses must be also be reported to the committee and entered into the **Accident Book** located in the kitchen drawer

An **Emergency Defibrillator** is located on the outside of the building next to the bicycle racks.

13) Fire Safety

As a hirer of the hall you are responsible for fire safety whilst on the premises. You should familiarise yourself with the locations of the **fire exits, fire extinguishers and fire blanket**, and take responsibility for the procedures to be followed in the event of a fire, as detailed on the wall in the foyer (by the fire control panel).

If your event is to be attended by anyone who would need extra help leaving the building in the event of a fire (for example a disabled person or child) you must decide the arrangements for means of escape in advance, and have a plan for looking after these people once they have left the building.

14) Fire-door Closers

Fire doors will beep and automatically close when the fire alarm sounds, consequently doors must never be propped open or blocked. It is the continuous tone of the alarm that activates the closers and on occasions loud music or applause will cause the closer to activate.

To avoid the sound of the closers disturbing events or performances taking place in the hall, the black button on the end of each closer can be pressed to deactivate; in which case the doors must then be kept closed. Please ensure the closers are reactivated by again pressing the black button before you leave the premises.

15) Sound system

The sound system is located in the metal cabinet at the far end of the main hall. It takes CDs and tapes or you can plug in your own portable device direct to the mixer board using the cable provided. **Please do not unplug or move any of the cables or settings other than the main volume control indicated.**

Plug-in hand held microphones and a wireless throat microphone are available in the cabinet as well.

Detailed instructions for using the sound system and microphone are displayed inside the cabinet.

16) Tables & Chairs

Tables are stored in the **concertina cupboards** in the corridor between the main hall and committee room and the cupboard at the back of the committee room. Chairs are stacked, **no more than 5 high**, at the sides of the carpeted area of the main hall and the back of the committee room.

Take care when lifting heavy objects



- **Lift tables between 2 people**
- **Lift no more than 2 chairs at a time**
- **Use the trolley provided for moving stacks of up to 5 chairs**

The hall has 12 round banqueting tables (5ft diameter), 9 rectangular tables (5ft by 2.5ft) and 18 small square tables (2.5ft by 2.5ft) and 155 chairs (14 of which have arms). You can fit up to 10 chairs round the circular tables.

Please wipe down table tops and restore the hall to its standard set up following your event – 3 or 4 round tables on the carpeted area of the main hall each with 4 chairs around.

17) Doors & Windows

There are a range of windows and doors around the building that can be opened during your event. However please ensure that you shut these properly when your event has finished otherwise the building is left unsecured. In particular please ensure that the doors at either end of the carpeted area of the main hall are properly closed by ensuring that the bar is securely in the hole in the floor before shutting the adjoining door.

18) Refuse & Recycling

Please take all rubbish out to the external wheelie bins before you leave. At the side of the building you will find a large blue commercial waste bin for **general waste**, a **glass recycling** bin, and boxes for **cardboard and plastic**. Bins are emptied by the council once every two weeks. Please take large or heavy items away with you as we do not have the facilities to dispose of additional refuse.

In the event that bins are full we would be grateful if you could take excess rubbish with you; the council will not take anything left outside the wheelie bins and will not empty the bins if the lids are not fully closed.

19) Cleaning

We would be grateful if you could leave the premises clean and tidy after use. The hall is cleaned thoroughly twice a week but may be in use by another hirer before its next scheduled clean so please leave it ready for the next user. It is particularly important that food debris is not left on the floor as it attracts ants into the building.

There is a broom, dustpan and brush and mop and bucket in the kitchen along with a caddy on top of the fridge including a variety of cleaning products and equipment for customer use.

Please do not use bleach or bleach based products as they damage our reedbed waste water filtration system.

In addition, mops and buckets for use in the toilets are available in the caretaker cupboard (to the right of the ladies toilets) along with a vacuum cleaner.

The caretaker cupboard entry code is c06x42

(Note: turn the handle to the right to open)

20) Checklist – Before you leave

- ✓ **Tables and chairs stacked and put away**
- ✓ **Floors and surfaces wiped**
- ✓ **All rubbish and recycling taken out**
- ✓ **Dishwasher drained, cleaned and switched off**
- ✓ **Oven, hob and urn switched off**
- ✓ **All windows and doors are closed and locked**
- ✓ **Automatic fire door closers set**
- ✓ **All lights switched off**

Thank you for using Arkholme Village Hall. We hope you have enjoyed your visit. If you have any suggestions, comments or feedback we'd love to hear from you, please drop an email to

arkholmevillagehall@gmail.com

STANDARD CONDITIONS OF HIRE

(Updated: March 2017)

For the purposes of these conditions, the term 'hirer' or you/your shall refer to an individual hirer or, where the hirer is an organisation, the authorised representative. The 'committee' and we/us/our refers to Arkholme Village Hall board of trustees, management committee or its representatives.

By hiring Arkholme Village Hall you are agreeing to abide by these conditions.

General duty of care

During the period of hire, you are responsible for the supervision of the premises. This includes: both the fabric of the building and its contents, their care, their safety from damage however slight, or change of any sort, and the behaviour of all persons using the premises in whatever capacity.

You indemnify the committee for the cost of the repair of any damage done to any part of the property, including contents of the buildings and the grounds, which may occur during the period of hire.

You must not use the premises for any purpose other than that agreed, sub-hire the premises, or do or allow anything that would put the building at risk or invalidate the insurance.

Licencing and bar services

You must not sell alcohol yourself or allow the sale of alcohol by others on the premises. By hiring the hall you accept full responsibility for complying with this rule which is a condition of our premises licence. If you wish to have the bar open at your event (for the sale of alcoholic and non-alcoholic beverages) this must be arranged at least 14 days prior to the event.

If providing alcohol free of charge to your guests or guests are providing their own drinks ('BYOB'), you are responsible for the safety and conduct of your guests while they are on the premises and you must not allow the consumption of alcohol by any person under the age of 18. (Please note BYOB is not allowed for weddings, drinks must be purchased via the bar in advance)

You must not do or allow anything in contravention of the laws relating to gaming, betting and lotteries.

You must comply with all conditions and regulations made in respect to the premises by (amongst others) the Local Authority, the Fire Authority and the local Magistrates' Court, particularly in connection with any event which includes dancing, music, stage plays or similar public entertainment.

The cut off time for the music license is 00:30 Friday and Saturday, 23:00 otherwise

Health and Safety

Take care when lifting heavy objects. Tables should be lifted between 2 people, lift only 1 chair at a time, a trolley is provided which can be used to move up to 5 chairs at a time.

When setting up tables ensure the legs are properly locked in position before use.

Chairs must be stacked no more than 5 high to avoid toppling.

Do not allow anyone to climb on or under the tables or chairs.

Take care when working at height (eg if decorating the hall for an event), only use the ladder provided and check it before use.

Children under the age of 16 must be accompanied by an adult at all times. You must ensure that any activities for children comply with the provisions of the Children's Act or other relevant regulations

Children are not allowed in the kitchen at any time.

No dogs are allowed inside the building or on the playing field (except guide dogs).

Please supervise car-parking arrangements to avoid risk to pedestrians and to avoid any obstruction to the highway.

Any electrical appliances brought into the premises must be safe and in good working order, and used in a safe manner.

If preparing, serving or selling food, you must observe all relevant food health and hygiene legislation and regulations. Check all kitchen equipment before use. Clear up any spills immediately to avoid risk of slipping.

Bouncy castles and marquees can be placed in the grounds, however please discuss the positioning with us in advance as it may impact on the hall fire exits.

Public Liability

We have public liability insurance to the value of £5,000,000, a copy is available on request. This indemnifies us for liability regarding hire of the premises and associated facilities. It does not cover any activities carried out by you as hirer of the hall.

We recommend that you also ensure you are covered by your own liability insurance either via a policy for your own business, a personal liability clause on your home insurance or a one off event policy.

You should also ensure that other services you engage eg caterers, entertainers, bouncy castle or marquee hire have their own public liability insurance and ask to see a copy of their policy

First Aid

There is a First Aid kit in the kitchen, if it is used you must report this to the committee.

Any accidents or near misses must also be reported to the committee and entered into the accident book which can be found in the kitchen drawer.

Fire Safety

You should familiarise yourself with the locations of the fire exits, fire extinguishers and fire blanket, and take responsibility for the procedures to be followed in the event of a fire, as detailed on the wall in the foyer (by the fire control panel).

If your event is to be attended by anyone who would need extra help leaving the building in the event of a fire (for example a disabled person or child) you must decide the arrangements for means of escape in advance, and have a plan for looking after these people once they have left the building.

For fire safety reasons please do not:

- Use smoke machines, party poppers or allow confetti inside the building
- Use candles other than tealights and other small candles in suitable safe containers.
- Allow rooms to become overcrowded or allow noise levels that would drown out the fire alarm
- Block fire exits or escape routes internally or externally
- Block or wedge open internal fire doors, these will close automatically if the fire alarm sounds You are permitted to switch these off to avoid disturbance to your event in which case the doors must be kept closed for the duration and the automatic closures switched on again before you leave.
- Cover, hide, move interfere with, or impair access to, fire extinguishers or fire alarm points
- Allow waste materials, packaging, or other potentially flammable items, near any heat source

- Bring into the building any fireworks, flares, gas or oil-fired heaters, flammable liquids, chemicals or gases, any display stands, theatrical scenery, play equipment or similar items that are not fire retardant, or any kind of pressurised gas cylinder, other than domestic helium cylinders for party balloons
- Fireworks are allowed on the playing field only and only by prior arrangement. All fireworks must be finished before 10.30pm

At the end of your event

You are responsible for leaving the premises and surroundings clean and tidy, properly locked and secured unless directed otherwise, and with any contents temporarily removed from their usual position properly replaced; otherwise the committee shall be at liberty to make an additional charge.

You are responsible for setting up and clearing away any tables and chairs you require for your event and returning the hall to its standard set up at the end of your hire. Please leave 3 round tables on the carpeted area of the main hall with 4 chairs around each; remaining chairs should be stacked no more than 5 high at the sides of the carpeted area of the main hall and at the rear of the committee room.

General waste and recycling should be sorted and taken out to the external bins. Please take any large or bulky items, including helium canisters, away with you as disposal of these may incur an additional charge.

Cancellation

The committee reserves the right to cancel the hire in the event of the hall being required for use as a polling station for a parliamentary or local government election or by-election. In which case the hirer will be entitled to a refund of any deposit already paid.

In the event of the hall or any part of it being rendered unfit for the use for which it has been hired, the committee shall not be liable to the hirer for any resulting loss or damage.

If you wish to cancel the booking before the date of the event and the committee is unable to conclude a replacement booking, the question of the payment or the repayment of the fee shall be at the discretion of the committee.

The committee reserve the right to refuse a booking without notice or to cancel the hire agreement at any time either before or during the term of the agreement on giving 7 days notice to the hirer. The hirer shall be entitled upon such notice to reimbursement of any relevant deposit or rental charges that have been paid by the hirer to the committee but the committee shall not be liable to make any further payment to the hirer.

Arkholme Village Hall

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