

Arkhholme Village Hall



CUSTOMER REFERENCE GUIDE

August 2021

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

If you have any suggestions, comments or feedback we'd love to hear from you. In addition 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

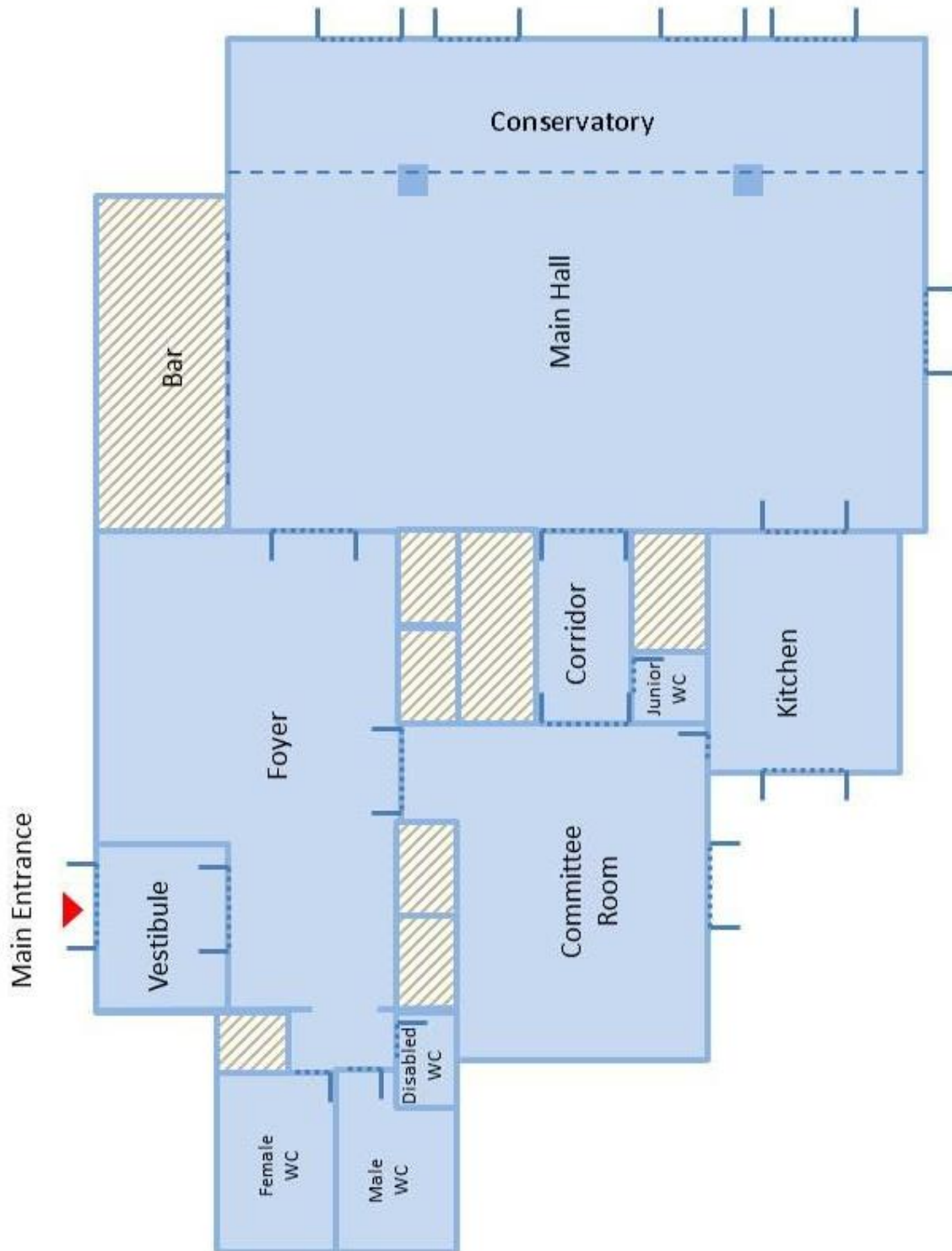
We are lucky enough to be part of the Broadband for the Rural North (B4RN) network, the world's fastest rural broadband. We offer access to our Wi-Fi free of charge to all our customers:

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 **hot 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 the 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 dryers in the ladies' and men's toilets and both a hand dryer 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 **The Bay Horse @ Arkholme** 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 bar team will provide a very warm welcome for you and your guests.

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

- The bar is licensed to provide alcohol for consumption on the premises 19.00-23.00 Monday to Thursday, 19.00-01.00 Friday, 12.30-01.00 Saturday and 12.30 to 23.00 Sunday.
- Music can be played in the hall until 00.30 on Friday and Saturday and until 23.00 Sunday to Thursday.

10) Additional Glassware

If you have booked additional **champagne flutes, wine glasses and/or water glasses** you will be given access to where these are stored. Please arrange for this glassware to 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 outside on the front of the building.

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 will automatically swing 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 6 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 6 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.

If you use the fire doors at the back of the hall to access the grounds, please reset the push bar by firmly pressing in the small metal button on the edge of the left hand door near the latch.

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**

STANDARD CONDITIONS OF HIRE

(last updated August 2021)

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 management committee, charity board of trustees and 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. The committee accepts no liability for your use of the hall other than our own public liability responsibilities regarding the premises and facilities provided.

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.

During your event

Please do not attach anything to the painted or varnished walls other than with the hooks provided. Please supervise **car-parking arrangements** to avoid any obstruction to the highway.

Please ensure that the minimum of **noise** is made on arrival and departure.

Fireworks are allowed in the grounds only by prior arrangement and must be finished before 10.30pm.

Should you wish to make use of the **playing field** this must be booked separately in advance of the event date.

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

At the end of your event

You are responsible for leaving the premises and surroundings clean and tidy, in the condition you find it when you arrive, 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. For large parties and events the committee shall be at liberty to request an additional refundable security deposit to be paid in advance of the event. This will be refunded after the event once the committee is satisfied that the premises has been left in a satisfactory condition.

A selection of cleaning materials can be found in the kitchen, along with instructions for accessing the cleaning cupboard including mop, bucket, brushes and vacuum cleaner. The hall is cleaned thoroughly twice a week by a professional cleaning contractor but please bear in mind that the hall may be in use by other hirers before its next scheduled clean.

You are responsible for setting up and clearing away tables and chairs and returning the hall to its standard set up at the end of your hire. Please leave 4 round tables on the carpeted area of the main hall with 4 chairs around each; remaining chairs should be stacked **no more than 6 high** at the sides of the carpeted area of the main hall and at the rear of the committee room.

Take care when lifting heavy objects, please use the trolley available, which can accommodate up to 6 chairs.

Waste can be disposed of in the bins at the side of the hall by the shed. There is a large commercial blue bin for general waste along with a glass recycling wheelie bin and a selection of boxes for card/paper and plastic and cans. Please take any large or bulky items away with you or any waste that will not fit properly into the bins.

Licensing and bar services

You must not sell or allow the sale of alcohol on the premises. By hiring the hall you accept full responsibility for complying with this rule which is part of our licence condition. You must not allow

the consumption of alcohol on the premises unless you have our permission for this. You must not allow the consumption of alcohol by any person under the age of 18.

If you wish to have the bar available at your event (for the sale of alcoholic and non-alcoholic beverages) this must be arranged at least 14 days prior to the event. When the bar is open you must ensure no alcoholic beverages are brought into the venue or consumed during your event other than those purchased via the bar.

The bar is licensed to provide alcohol for consumption on the premises 19.00 to 23.00 Monday to Thursday, 19.00 to 01.00 Friday, 12.30 to 01.00 Saturday and 12.30 to 23.00 Sunday.

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

If preparing, serving or selling food, you must observe all relevant food health and hygiene legislation and regulations.

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

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 be reported to the committee and entered into the accident book which can be found in the kitchen.

You must consult the committee if you intend to bring any kind of pressurised gas cylinder onto the premises.

Smoking is not allowed inside the building.

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.

Any display stands, theatrical scenery, play equipment or similar items brought into the hall must be fire retardant.

Candles must be limited to tealights and other small candles in suitable safe containers.

Please do not:

- Allow rooms to become overcrowded
- Allow noise levels that would drown out the fire alarm
- Block **fire exits or escape routes** internally or externally. Please discuss positioning with us in advance of large items such as marquees and bouncy castles.
- Block or wedge open **internal fire doors**, these will close automatically if the fire alarm sounds
- 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
- Use **smoke machines** as they set off the fire alarm
- Allow **party poppers or confetti** inside the building as they stain the floor and could be a fire hazard.

Children

You must ensure that any activities for children comply with the provisions of the Children's Act or other relevant regulations and that only fit and proper persons have access to children.

Children are not allowed in the kitchen at any time.

Children under the age of 16 must be accompanied by an adult at all times.

Please do not allow children to climb on or under the tables or chairs.

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 is at liberty to retain any booking deposit to cover administrative costs.

The committee reserves 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.

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