

HIRER'S GUIDE LAZONBY VILLAGE HALL

Important information for all hirers and users

Welcome

Lazonby Village Hall



Hirer's Guide

INTRODUCTION

- Thank you for your interest in booking Lazonby Village Hall (LVH).
- LVH is a multipurpose, community building run by the voluntary Management Committee (LVHMC), supported by other volunteers from the local community.
- The smooth running of the hall is greatly helped by the willingness of all those who use it to share in caring for it – please help to keep it secure and safe. The EXIT LIST can be found at the end of this document and is on display in the hall.
- LVH may be hired by individuals, groups, organisations, or businesses. Acceptance of any booking is at the discretion of LVHMC, guided by the objects of the constitution which can be found on the website.
- Hirers must be over 18 years of age.
- This guide provides hirers with important information about using the hall, the terms and conditions of hire, and the responsibilities of the hirer.

HIRING AGREEMENT

By booking Lazonby Village Hall (LVH) you, the hirer, confirm that you have read this guide and agree to comply with the conditions therein, including the following policies and information, thereby forming a booking agreement:

- Health and Safety; Safeguarding; Equality and Diversity; Data Protection; Summary of Hirers' Public Liability Insurance Cover; Objects of LVH. These documents are available to be viewed and downloaded from the website: www.lazonbyvillagehall.co.uk - Information for Hirers.
- If you require assistance accessing the policies, contact LVH Management Committee – we are happy to email the documents to you or provide paper copies if needed.
- The named hirer, or a delegated member for their group, agrees to take responsibility for the use of the hall from the beginning to the end of the booking, including all aspects of the EXIT LIST. On occasions, LVH committee members, volunteers or occasional paid staff may be in attendance, e.g., staffing the bar, as guests, or as paying members of the public; however, it is not their responsibility to undertake EXIT list duties in these circumstances.
- Failure to comply with these requirements may result in a charge being levied and for persistent failure, may result in future bookings being cancelled with no refund. Thank you for your cooperation.

CONTACT DETAILS

- Email lazonbyvillagehall@btinternet.com, or leave a message 07946 840438.
- In an emergency, contact committee members directly – details are on display in the main entrance porch.

CUSTOMER PRIVACY NOTICE AND CONSENT POLICY

By booking to attend an event or hiring the village hall, you agree to have your personal data - which may include some or all of the following: name, address, email, telephone number, WhatsApp number - stored by Lazonby Village Hall Management Committee (LVHMC) for the time that use of the information is relevant for the running of LVH in accordance with the Data Protection Act 1998 (DPA) and General Data Protection Regulations (GDPR).

Your data will be stored and used only to enable LVHMC to carry out its duties, e.g., managing bookings, contacting you with essential information regarding the hall, monitoring use of the village hall, and for safety reasons. You may request to have your data removed at any time. LVH Data Protection Policy contains more information.

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1. HOW TO BOOK

- The on-line booking system and hire charges can be found on the website: www.lazonbyvillagehall.co.uk
- If you are unable to use the online system, email or call us – see above for contact details.

2. CHARGES

- **Rates of charge**

Community rate – e.g., not-for-profit groups, clubs and societies, community events

Private/business rate - private parties, funeral teas, christenings/for profit groups, fee-paying activities

Corporate rate – please enquire.

- **Additional charges**

These include use of the kitchen for catering purposes, hire of audio-visual equipment, performance packages, and advertising (see section 11 for more information on the latter).

- LVH is bound by its constitution and LVHMC is therefore unable to offer reductions or favours for other causes, however worthy.

3. PAYMENT

- **For occasional and “one-off” events to be held within six weeks of booking:**

FULL payment is required and invoiced once the booking is confirmed.

- **For events booked more than six weeks in advance:**

A deposit of 50% is required with confirmation of the booking - the balance is payable six weeks prior to the event.

- **Regular bookings:**

These will be invoiced monthly by the treasurer - payment is required within 28 days.

- The preferred method of payment is bank transfer, but cheques or cash are acceptable.

4. CANCELLATIONS

- Hirers are requested to give 48 hours' notice to cancel a session by leaving a message with the booking secretary via email, text or phone call. If sessions are cancelled with less than 48 hours' notice you will be charged for the session.
- In the event of a cancellation the hirer is responsible for the payment of any expenses incurred by LVHMC in preparation for the session/event.

5. ACCESS

- Please ensure this is clarified with the booking secretary before your booking starts.
- For regular bookings, keys will be issued and signed for or codes for entry issued.
- The hirer must ensure keys are returned if their group ceases to use LVH.
- Codes are changed regularly. DO NOT pass on a code to anyone else.
- For occasional/one-off bookings, arrangements for access/locking up will be made.
- In the event of being locked out, please contact LVHMC. Individual contact numbers are displayed in the porch at the main entrance.

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6. INSURANCE

Bookings by commercial organisations for their business activities

- Hirers shall have in place adequate public liability insurance for the duration of the hire period.
- A copy of their public liability insurance shall be issued to LVH prior to the booking.

Charitable organisations, voluntary organisations, not-for-profit groups and individuals

- LVH's insurance policy provides public liability insurance to charitable organisations, voluntary organisations, not-for-profit groups and individuals using the premises when hired or loaned out to them.
- A summary of this cover is available on the website under Information for Hirers and forms part of the Hiring Agreement.
- The public liability cover includes exclusions, requirements and other obligations that must be met by the hirer. Failure on the part of the hirer to comply with these requirements and obligations may result in any claim being rejected.
- Please note that the hirers' liability cover may not be sufficient to meet your insurance needs and you should consider obtaining advice from an insurance advisor about having your own insurance policy.
- LVH's public liability insurance extension does not provide cover to any third-party service or organisations used by the hirer.
- The hirer must ensure that any third-party services brought into the premises have adequate public liability insurance to cover their own equipment and the personnel involved with the service.
- If you are unsure about the insurance requirements for your group when using LVH, please contact LVHMC for advice, or request the third-party service provider to contact LVHMC prior to the event.
- For bookings involving specialist equipment brought onto the premises, e.g., a bouncy castle, please notify LVHMC at the time of booking, as there will be specific insurance requirements to fulfil before the booking can be confirmed.

7. ALLOCATION OF BOOKINGS

- Booking slots are generally allocated on a first-come-first-served basis. The online booking service ensures customers can see available slots.
- LVHMC reserves the right to occasionally request regular hirers to be flexible in their booking, e.g., to accommodate "one-off" substantial bookings, e.g., a wedding or performances. These arrangements will be negotiated with the affected hirer on an individual basis, taking into consideration inconvenience for the regular hirer balanced with LVHMC fulfilling its duty to act in the best interests of LVH and community.
- Regular hirers may block-book in advance.
- It should not be assumed that bookings will continue without proper confirmation.
- Where conflicting demands for LVH occur, the LVHMC reserves the right to allocate precedence, acting in the best interests of LVH and the community it serves. Wherever possible, regular hirers will be given precedence, but this cannot be guaranteed.
- Where possible, 15 minutes will be left between each booking.

8. TIME FOR SETTING UP AND CLEARING AWAY

- Hirers should adhere to the agreed times of their booking and not arrive earlier or leave later than agreed. Where this does happen, the additional time must be paid for.
- Booking times include setting up and clearing up time, e.g., if a two-hour event requires half an hour either side to set up and clear up, then please book for three hours.
- In certain circumstances, clearing up time may be arranged for the following day, but this must be arranged at the time of booking. Usually, clearing up must take place promptly after the event. For bookings ending late at night, it may be possible to arrange a clearing-up service for an extra charge. Please enquire.

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9. MAXIMUM OCCUPANCY LIMITS

These are set in accordance with the Fire Safety Risk Assessment:

- Main hall 150
- Jubilee Room 50 (If there are more than 20 people in the Snooker Room, the limit is reduced to 30)
- Snooker Room 50 (If there are more than 30 people in the Jubilee Room, the limit is reduced to 20)
- Stage 30 (on, behind and under)

10. THE BAR AND ALCOHOL

- LVH has its own licence to sell alcohol. It is illegal for any hirer to sell alcohol on the premises.
- Hirers are not allowed to run the bar.
- LVHMC will do its utmost to provide a bar where it is requested for a booking. In exceptional circumstances it is not possible to provide a bar, an agreement will be reached.
- When a bar is booked, please advise the booking secretary if you have any specific requirements and we will do our best to help.
- Only alcohol purchased on the premises can be consumed on the premises. Where LVHMC has any reason to believe that a member of the hiring group has failed to comply, LVHMC reserves the right to issue a fine or other sanction.
- No charge is made for booking the bar, but the Jubilee Room will need to be hired.
- Where a bar is required, LVH will operate a Challenge 21 policy where anyone who looks under 21 will be asked to prove their age (e.g., Photocard, Driving Licence, Passport and Proof of age cards bearing the PASS hologram).
- No-one under 18 will be sold alcohol under any circumstances.

11. ADVERTISING

- Hirer's events can be advertised on LVH's A0 poster board, which is under cover on the corner of Scaur Lane. Please discuss your requirements with the booking secretary at the time of booking.
- LVHMC will allocate space on the board taking into consideration the needs of hirers and LVH events organised by the committee. The latter may take precedence over other events, but wherever possible, space will be allocated fairly.
- Artwork for the poster board should be emailed to LVHMC. The hirer will be advised of the cost and availability of the poster board (this is not guaranteed and is subject to the above provisos). The cost of advertising will be invoiced along with the other charges for the booking.
- Hirers should not contact other hirers to request that they forego their advertising space. Where this happens, LVHMC reserves the right to withdraw advertising space.
- Hall users are welcome to advertise their group/event on A4 or A5 posters on the red notice board in the main entrance porch.
- No posters, notices etc. are to be put up in the hall without permission of LVHMC.

12. DISABLED ACCESS AND FAMILY FACILITIES

- There is ramped disabled access to the Jubilee Room and flat access to the Main Hall.
- There are disabled toilet facilities.
- The kitchen is wheelchair accessible.
- The Snooker Room is only accessible by stairs.
- Assistance dogs are welcome on the premises (but not allowed in the kitchen).
- Baby-changing facilities are available in the Family Room, along with a child-sized toilet.

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13. SALE OF GOODS

- If selling goods on the premises, hirers and users must comply with fair trading laws and any code of practice used in connection with such sales.

14. SMOKING AND VAPING

- Smoking is NOT permitted in any part of the building in accordance with The Health Act 2006. Any person breaching this will be asked to leave the premises.
- Anyone wishing to smoke must do so outside, away from the main entrances. Cigarettes and matches must be disposed in a tidy and responsible manner so as not to cause a fire or littering.
- Vaping is NOT permitted in any part of the building.

15. BREAKAGES

- The hirer is liable for any damage or breakages occurring during the period of hire. Hirers and users are required to inform LVHMC if anything is damaged or broken.

16. CLEANING

- LVH is cleaned regularly, but hirers are requested to clean up any obvious mess made during their booking. Cleaning materials are provided and can be found in the storeroom off the kitchen, and under the sink in the kitchen. See the Exit List below for more information.

17. KITCHEN

- Use of the kitchen for making drinks and preparing snacks is included in the booking fee, however, additional charges apply for catering use. Please see the current charges on the website.
- All food hygiene regulations must be adhered to. These are displayed on the wall and can also be found in the Health and Safety Policy.
- There may be occasions when two hirers may need to share the kitchen facilities, e.g., if the Jubilee Room and Main Hall are booked by two separate hirers at the same time. Hirers will be informed at the time of booking.
- Hirers should provide their own tea towels but there are some available in the kitchen if required. A linen basket is provided for used tea-towels.
- Table linen for formal events is not provided and is the responsibility of the hirer/caterer. Available for use are "everyday" wipe-clean tablecloths located in the drawers in the kitchen. Please ensure they are wiped clean after use and are dry before folding and returning to the drawer.
- Juice, teabags, coffee and sugar are provided. An honesty box is provided, and donations are gratefully received. Hirers should provide their own milk and any refreshments that they require (not alcohol!).
- Storage space in the kitchen for hirers is not provided.
- Return all kitchen equipment to its place and keep the kitchen clean and tidy.
- There are limits for children using the kitchen that must be complied with. See the Health and Safety Policy for more information.
- 'Adults at Risk' should be supervised and supported as appropriate whilst using the kitchen.

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18. CHAIRS AND TABLES

- Folding chairs are provided for the Main Hall and are stored on trolleys located in the storeroom off the kitchen. The hirer is responsible for setting out and putting away the chairs safely on the trolleys.
- The trolleys for the chairs can be wheeled out from the store, but extra care must be taken that the chairs are stacked correctly and secured properly to the trolley with the straps.
- To stack correctly, each chair should be slid in from the top of the chair underneath to ensure they click, then strapped to the trolley.
- Folding tables are also located in the storeroom off the kitchen. It is the hirer's responsibility to set out and put away the tables safely. Ensure each table is clean before putting away.
- Chairs and tables in the Jubilee Room – see the EXIT LIST.

19. HEATING

- Heating is provided only for the time of the booking.
- Heating is included in the booking fee.
- Whilst the aim is to for the Hall to be comfortable and warm, users are asked to be mindful of the considerable heating costs.
- Thermostats are located on all radiators.
- The temperature of radiators is pre-set with the needs of the hiring group in mind. Where additional or less heat is required, radiators in both the main hall and the Jubilee Room may be turned up or down by the hirer *by a few degrees* - if necessary.
- Only one radiator needs to be adjusted for each room as this will automatically alter all the others on that circuit.
- DO NOT turn any radiator to OFF as this overrides the settings for the next booking.

20. LIGHTING

- Sensor-activated lighting is provided at the two main doors. The outside lights can also be switched on for the duration of your booking.
- Light switches for the Main Hall are located up the steps to the right of the stage and to the left as you go through the double doors.
- If required, please request stage lighting at time of booking and you will be shown how to use it.
- Remember to switch off ALL lighting as you leave, including the basement lights if used.

21. PARKING

- LVH does not have its own car park, but there is ample parking along Scaur Lane which runs adjacent to the Hall. There is also some on-street parking on the main street to the front of the Hall.
- The double fire doors to the back of the stage can be used for loading and unloading, but vehicles should then be moved due to the double yellow line parking restriction.

22. WI-FI INTERNET ACCESS AND MEETING ROOM FACILITIES

- The WI-FI password can be found on wall notices.
- LVHMC aims to offer the best Wi-Fi service possible, but no guarantee can be made that the Wi-Fi service will meet your requirements.
- LVHMC cannot guarantee that the Wi-Fi service will always be fault-free or accessible.
- The Wi-Fi must be used in compliance with national laws.

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- A 3-panelled display board and projector screen are available. Please ask if you require use of these.
- The Jubilee Room has a large SMART screen available for use.

23. PA SYSTEM AND STAGE LIGHTING

- Hirers are welcome to use the PA system and speakers in the Main Hall. This can be connected via Bluetooth – the instructions are next to the control set in the top right corner of the Main Hall.
- See section 2 for information relating to additional hire charges for audio visual equipment for performances.

24. STORAGE AND EQUIPMENT

- Storage of hirer's equipment on the premises must be authorised by LVHMC.
- Any equipment not in direct use must be put away.
- Allocated storage areas should be kept tidy and not cause a hazard to other hall users.
- Where LVHMC has granted permission for hirers to leave specific items of their property on the premises, the hirer must take proactive steps to ensure its safekeeping.
- Electrical items left overnight with prior agreement of LVHMC, must show current PAT certification.
- Property brought onto the premises by the hirer remains the responsibility of the hirer at all times and LVH accept no liability for any loss or damage to the property while on the premises.

25. PROPERTY OF LVH

- No item belonging to LVH shall be removed from the premises.

Exit Check List

This checklist must be completed at the end of every booking and before exiting the building.

- Switch off all the lights, including in the toilets, and below and behind the stage.
- Switch off taps.
- Switch off all kitchen equipment including water heaters.
- Do not switch off fridges in the kitchen, or the freezer under the stage.
- Put rubbish in the bins.
- Remove large amounts of rubbish.
- Leave the kitchen clean and tidy.
- Store equipment safely and tidily.
- Close the stage hatch and lock the front-of-stage panels.
- Arrange the tables in the Jubilee Room boardroom style with chairs tucked in and remaining chairs neatly around the edge of the room (Not stacked.)
- Wipe up any mess on tables or chairs.
- Sweep or vacuum visible mess on floors.
- Check that no radiators have been turned to off.
- Close all internal doors.
- Close all windows.
- **Close and lock all external doors, including fire escape doors behind and to left of the stage.**

Thank you for your cooperation.