

## **ST. PIRAN'S HALL, GOLDSITHNEY**

### **FREQUENTLY ASKED QUESTIONS AND ANSWERS**

#### **WHAT ARE MY BASIC OBLIGATIONS WHEN USING THE HALL?**

We expect all our clients to abide by all the terms and conditions set out in our Hire Agreement as well as any relevant policies associated to your Hall use.

Report any damage or accidents that may arise during your hire period plus any faulty Hall equipment/apparatus that you identify.

Bearing in mind that the Hall generally operates on a "self-service" structure, it is vital that all hirers make sure that their facility is left in an acceptable state after their use – that includes :-

- a) Tables and Chairs stacked back in their usual storage place.
- b) All rubbish and packaging removed/taken away from the Hall.
- c) All lights and static electrical appliances turned off as applicable.
- d) Any crockery/eating utensils etc. must be washed, dried and put away appropriately – note, we do not provide drying cloths for drying the above. This is for you to provide.

As you are aware, the Hall is operated by volunteers and the income it generates from its Hirers is required to fulfill its running/operating obligation. It is because of this that we ask our users to operate the "self service" structure.

Under special circumstances we can offer a higher service level, but this has to be agreed at the time of setting up the Hire Agreement and an additional charge has to be levied, appropriate to the additional service.

#### **HOW WILL I GET ACCESS TO THE HALL?**

For a one-off bookings and first letting for regular bookings a volunteer will meet you at the Hall at the start of your booking to let you in, advise you of relevant procedures and show you around. Please allow time to go through the Hirers Fire and Safety checklist.

In the case of regular hirers, we usually give the current combination to key safe, which will allow you to access the front door key after the first visit.

#### **CAN WE COME IN EARLY TO SET UP?**

No, there could be a booking immediately before and/or after yours. When making your booking please include adequate time for setting up and clearing away.

## **CAN I STORE MY EQUIPMENT AT THE HALL?**

Unfortunately, we only have a limited amount of storage capacity available for this purpose. We will however attempt to be as supportive and helpful on this subject as is possible, but there are conditions that have to be met.

- a) Any agreed storage will have to form part of the hire agreement.
- b) Groups that require securely locked cupboard/s to store their equipment then we will require a full disclosure of the contents of the said storage area and access via our own key. This is a requirement of our Hall insurance.
- c) Upon termination of any Contract of Hire, we expect the Hirer to remove all stored equipment within a 7 day period following the Hirers last attendance session.

## **WHAT ARE THE RULES ABOUT ALCOHOL?**

If you intend to serve or sell alcohol, you must advise us when you make the booking. Failure to do so may result in your booking being cancelled without compensation.

St. Piran's Hall does not have a licence to sell alcohol and Hirers **must** apply to Cornwall Council for a **TEN** (Temporary Event Notification) licence if they intend to **make any charge** for alcohol – even within ticket sales.

We may request a refundable deposit for any booking where alcohol is served.

## **DO I NEED MY OWN INSURANCE?**

Any business/commercial hirers should arrange their own insurance. (For insurance purposes any hirer of our hall making, or intending to make, any money from their activity will be classed as a commercial party).

Hirers should note that their own property or equipment belonging to a third party is not covered by our insurance and should never be left at the hall without our prior agreement.

We have Public and Product Liability including libel and slander. The standard limit of indemnity is £2m. which provides protection against our legal liability for injury to the public or for loss of or damage to property.

Indemnity to the hirer – also automatically included is cover for individuals and/or groups hiring our hall for a private function who have no public liability cover of their own. The cover is only provided for non- commercial activities which are for the benefit of the local community.

**Bouncy Castles** – The Hall's Public Liability Insurance specifically excludes cover for the use of Bouncy Castles. It states "we will not provide indemnity in respect of events, activities and exhibitions involving Bouncy Castles and other inflatable devices". So we cannot take bookings that require to include them.

## **HOW MANY PEOPLE CAN THE HALL ACCOMMODATE ?**

This will depend on the activity, additional equipment required and other users using the facility at the same time.

The maximum number allowed will be determined at the time of booking by the Hall management.

## **CAN I HIRE CATERERS ?**

Our kitchen is unlikely to be suitable for large scale food preparation or cooking. Hirers intending to cater for larger numbers should discuss their requirements with the Lettings Secretary and advise them if Outside Caterers are to be used. The hirer is responsible for ensuring that any Outside Caterer is made aware of the Hall's Term and Conditions of Hire and all other safety procedures and policies. The hirer must also ensure that the booked period allows for the Caterer to unload and set up for refreshments and clear away afterwards.

## **WHAT DO I DO WITH ANY RUBBISH ?**

All rubbish, including recycling, must be taken away with you. Please bring your own plastic sacks.

## **CAN I BRING MY OWN/HIRED EQUIPMENT TO MY EVENT ?**

Yes – this must be made clear when you book.

All electrical equipment must have the necessary P.A.T. clearance.

Glow Sticks/Mist Machines – these are not permitted as they will set off the Fire Alarms.

Again, the hirer is responsible for allowing sufficient time to bring in and take away any equipment.

## **ARE THERE ANY RESTRICTIONS ON NOISE ?**

Unless you have hired the whole building, you should restrict the noise level in your hall/room to a reasonable level to avoid disturbance and annoyance to those using the other hall/room.

Hirers are also responsible for ensuring that no nuisance is caused to our neighbours and nearby residents. Our Premises Licence has strict conditions on noise levels.

Music must stop by 11.00pm and the playing of music, singing, acting or dancing is not allowed outside the building.

## **WHAT TIME CAN I FINISH ?**

Cleaning up should be completed at the end of your booking and you should leave the premises no later than 11.30pm.

### **DO I HAVE TO CARRY OUT A RISK ASSESSMENT ?**

For some events, especially those involving children and vulnerable adults, it will be appropriate to carry out a risk assessment before-hand. If you have any queries about this, please ask.

### **IF I HAVE BOOKED THE HALL ON BEHALF OF AN ORGANISATION OR ANOTHER FAMILY MEMBER, DO I HAVE TO STAY ON THE PREMISES FOR THE DURATION OF THE HIRE ?**

If the Hirer is not going to be present then they must inform the Hall Management at the time of making the booking as well as introducing the nominated person. This nominated person must have read and fully understand the Terms and Conditions of the Hire, Safety procedures and appropriate Hall Policies.

Should the hirer be unable to fulfill his/her role after the contracts have been agreed and signed i.e. due to illness or other unforeseen occurrence, then the nominated replacement will need to be introduced at the earliest opportunity.

Any nominated replacement must be acceptable to the Hall Management.

Hirer's are not allowed to sub-let the Hall, of any part of the building during their period of hire.