

Dear Hirers

*Having been in the post of Hall Manager for 3 months it has become clear to me that good communication is the key to a successful working relationship between the Hall management and hirers, particularly in terms of the use of the building and its facilities.*

For the Halls, the last couple of years has brought many changes. I am now the third manager to have the privilege to look after the bookings and maintain the rooms of this community-based charity in the last three years *and I am grateful to the majority of you, who leave the rooms as you find them.* Many of you have been so helpful whilst I have found my feet, knowing much more about the Halls than myself! Your help and support has been invaluable.

*However, I would like to list a few points that the Halls Committee and myself would like to draw to the attention of hirers. In doing so let me emphasise that this information is being sent to all hirers and none of the following comments or criticisms is aimed at a specific person or group.*

#### 1. Equipment

I can't begin to tell you all how frustrating it is when someone has changed the settings on equipment, unplugged equipment at the back or just generally fiddled around with equipment such as the sound system, DVD players, projectors etc. Therefore:

**Please leave equipment as you found it**

#### 2. Recycling

If you leave glass bottles behind after a hire, I have to haul them down the road to the bottle bank. So...

**Please dispose of all glass bottles etc. yourselves or you will be charged for disposal.**

#### 3. Double Booking

It is literally impossible to double book on the system we are currently using. There is never going to be a situation where a room has been double booked:

**Please refer to the Bookings list – the name of the group on the booking list is the group that has the room. Please ensure that you read your booking confirmation carefully to make sure that you have the correct dates booked.**

**Please do not dispute directly with other hirers. This is extremely inappropriate and unnecessary. Management reserves the right to refuse hire to any person reported using abusive/aggressive/inappropriate behaviour.**

#### 4. Booking Confirmations

In order to ensure that there is no confusion regarding payments or bookings, we now ask the following:

To secure your booking, you must sign and return the booking confirmation form (by post, hand or electronically) within 7 days of receipt. Management reserves the right to cancel bookings that are not confirmed within this period.

## 5. Loyalty to regular Hirers

We want to demonstrate the loyalty to regular long term hirers that they deserve. However, our current booking policy is to operate the booking system on a first come first serve basis. This can lead to disappointment to regular hirers if their usual slots become unavailable due to "one off" bookings such as locally run events. Therefore to avoid such disappointment, I would like to encourage regular hirers to book their slots well in advance. There is no limit on how far in advance one can book. Therefore, if hirers book years in advance, such occurrences will be limited in future. If as time progresses, dates need to be amended, this is perfectly satisfactory as the cancellation policy states that hirers may cancel up to 8 weeks before without incurring charges.

As the Halls have become more popular in recent years, managing the booking system and keeping everyone happy has become increasingly more challenging. I strongly believe that by booking well in advance, we can avoid problems occurring. The trustees and management of the Halls are aware that in many cases, hirers are running regular events and activities for the benefit of the community and we want to ensure that, as far as possible, these can continue without disruption. There may be occasions when Hall management may request a regular hirer to move their slot or room allocation, but this will only ever be a request and will never be insisted upon unless booking confirmations have not been signed.

**NB: Please do not assume that because you have a regular booking that I will automatically rebook your slots for the next year. I must be prompted by a member of your group and a booking confirmation must be sent by myself and returned signed.**

## 6. Extra Resources

**If you need any extra resources (flipcharts, pens, tea, coffee etc) for any booking, please ask in advance.**

## 7. Use of your own equipment

**Please ensure your equipment is PAT tested or do not use it.**

If you decide to use your own equipment, please ensure that it is PAT tested. Please speak to me if you would like us to get your equipment PAT tested along with ours (this is done annually). If there are any faults with your equipment, this will cause the circuits to break and you may lose power.

## 8. Fire and Health and Safety

If any hirer feels they need updating or reminding of any health and safety or fire procedures, please see me. If there are enough of you, the Halls will organise a training morning/afternoon to suit the convenience of the hirers. Safety first!!! Do you know:

1. Where the fire exits are and what to do in case of an emergency?
2. Do you know where the first aid box is in any relevant rooms?
3. Do you know how to lock up properly?
4. Do you know how to use all the equipment safely?
5. Do your users know everything they need to know in order to be safe when partaking of your class/activity?

If you are unsure, please ask, we are here to help! Always feel free to approach me with any problems, issues or concerns you have, I will always do my best to assist you.

## 9. School Children

If you arrive at a time when the Hall doors are locked (evenings), please do not allow school children who may be loitering outside to enter the Halls as they may cause vandalism to the Hall foyer.

## 10. Use of the On Call system

The On Call system is there for hirers/users to receive assistance when there is nobody working at the Halls. Reasons you might need to use the On Call system:

- You can't gain access to the building or a room (the person on call will have a list of all the codes you need)
- The power has gone out (maybe because you have used non PAT tested equipment?!) – the on-call person will be able to talk you through getting the power back on
- You think you have been double booked (the on-call person will look at the booking list and will identify who should be in the room)
- The fire alarm is sounding but there is no fire

**Please only use the on-call phone if it is likely that someone will be able to help you. Please remember that everyone who is on-call is doing so on a voluntary basis. It may not be always possible for the person on-call to come in person, but they will endeavour to help in any way they can. If the on-call phone is not answered straight away, please be patient.**

**Please do not take out your frustration on the person on-call.**

*In conclusion, and as I hope you are aware, we very much value your custom and loyal usage of the Halls so thank you from everyone at the Halls for your continued support, enthusiasm and loyalty. Without you, there would be no "community" for this Community Building.*

Kind regards

Amy Cornish, Hall Manager