

Arkenstall Village Centre
(Registered Charity No. 300394)
7 Station Road, Haddenham, Ely, Cambs CB6 3XD

Information Sheet For Hirers

Bookings Officer

Telephone: 07977 707433 E-mail: bookings@arkenstallcentre.org.uk

Bookings

Application for the hire of the Centre can be made to the Booking Officer by telephone or e-mail.

Caretaker

The Caretaker's flat is on site (over the Library). Telephone 01353 740859.

Telephone

There is no public telephone on the premises.

Opening and Closing the village hall

The normal opening hours of the premises (including preparation and clearing-up time) are 9am – 11pm. A late night extension to 1am (events must finish by midnight) may be available on Friday and Saturday evenings. In exceptional circumstances it may be possible to vary these hours, for example for preparation or clearing-up, for which an additional charge will be made.

Note: Alcohol cannot be served before midday and alcohol must not be sold any later than half an hour before the premises closing time.

The Centre will be opened for your hiring by the Caretaker and will be closed for you at the time you have indicated. Please ensure that any outside caterers, contractors and bar staff are aware of the hire period and that they will not be able to enter before or leave after the hire period.

Safety

The building of the Arkenstall Centre is a smoke-free premises. This restriction includes the use of e-cigarettes and anything similar.

In the event of a fire, the Arkenstall Centre should be evacuated in an orderly manner using the appropriate exits, and the Fire Brigade called by dialling 999.

The exact location of the nearest fire exits and fire extinguishers must be noted before the Centre is occupied and the manner of opening Fire Doors should be made known to your guests. (See the Site Plan).

Please use the trolleys provided for moving chairs and tables in order to avoid injury and damage to floors. Please stack chairs and tables in the storeroom in the manner in which you found them.

The Centre's health and safety notices are displayed on the notice board in the Old Foyer. The accident book is located in the Kitchen.

Heating

Do not adjust individual radiators/heaters as this will result in the village hall being too cold or hot for subsequent users. The heating is adjusted according to the weather and needs of the hirers where possible, so please let the Bookings Officer know if you need the village hall to be particularly warm or cool.

Loop System

The Centre has a loop system for those with hearing aids; please ask the Caretaker at least 24 hours in advance.

Car Parking

If there are not enough parking spaces in the car park, car may be parked in Church Lane. Please avoid disturbing residents when leaving.

Consideration for Others

Please ask your guests to leave quietly at the close of your event. Car doors banging and loud talk in the car park are disturbing to local residents.

Please do not use drawing pins, blue-tack or sellotape on the walls or other surfaces. Please contact the Caretaker if you need to put up notices or decorations. Do not fix decorations near light fittings or heaters.

Please leave the village hall clean and tidy and leave waste in the bins outside or take it home. We encourage recycling where ever possible, but please do not use the bottle banks after 10pm.

Please ensure table tops are wiped clean before being stacked away.

Catering

Hiring the Main Hall includes hire of the Kitchen together with teacups, saucers and side plates. Please note that there is a refrigerator in the Kitchen but there is no freezer. Washing up liquid, anti-bacterial spray and dustbin bags are provided. We would encourage recycling where ever possible.

Hire of Room 1 includes the Bar Room which has a kettle, cups, saucers and side plates, and sinks for washing up and hand-washing.

In the Kitchen, the equipment, including use of the cookers, dishwasher and 120 crockery and cutlery place settings is available for use if requested in advance. If it is requested a refundable deposit against loss and breakage will be required. It is the Hirer's responsibility to leave all the crockery and other kitchen equipment clean and in place.

If you use the dishwasher please read the instructions carefully before use and ensure that the machine is thoroughly cleaned and emptied according to the written instructions provided.

Any hirer or caterer that prepares, cooks, handles or serves food to consumers at the Centre may need a Food Hygiene Certificate. If you are uncertain whether or not you should have one, check at www.eastcambs.gov.uk/food-safety/national-food-hygiene-rating-scheme or contact East Cambridgeshire District Council on 01353 665555.

Tables and Chairs

Tables and chairs will not be set out for the Hirer in the Main Hall, but will in Rooms 1 and 2. If you need advice, please ask the Caretaker directly; help may be available for which we reserve the right to make an extra charge.

Security for all-day bookings

To enable Hirers to come and go as they please during an all-day booking, the Caretaker will issue a key for the front door. It is stressed that the Caretaker may not be available during the whole period of hire and consequently Hirers are responsible for their own property taken into the premises as well as for all property belonging to the Arkenstall Centre. Hirers should therefore use the key to ensure a good measure of security and to facilitate access for caterers or other parties.

Faults/ Damage/ Comments

Please report any faults or damage to the Bookings Officer as soon as possible so that they can be rectified quickly.

Any comment or observation that you may have regarding your hire should be addressed to the Management Committee and given to the Bookings Officer. We would encourage you to complete the Feedback Form to help us improve the service we provide.