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

Information Sheet For Hirers

Bookings Officer

Telephone: 07538 449677 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 as stated above. Booking forms are available in the Foyer and online from the website.

Telephone

There is no public telephone on the premises.

Opening and Closing the centre

The normal opening hours of the premises (including preparation and clearing-up time) are 9am – 10pm. 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.

Please be aware of the risks associated with hiring the premises: the Centre's Risk Assessment is appended to this Information Sheet.

Heating

Do not adjust individual radiators/heaters as this will result in the Centre 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 Centre 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 Centre 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 can be set out for the Hirer. 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 Arkenstall Village Centre Trustees and given to the Bookings Officer. We would encourage you to complete the Feedback Form to help us improve the service we provide.

Risk Assessment for Hirers:

Note:

In the following table 'Levels of Risk' are: L – Low, M – Medium, H – High

Risk Classification	Description of Risk	Persons at Risk	Level of Risk	Control Measures In Place
Operational	Cleaning and other toxic materials are stored and used.	Hirers, other visitors and volunteers	M	Wear suitable protective clothing when handling cleaning or other toxic materials.
	Tables and chairs are heavy to lift and move about the building.	Hirers, other visitors and volunteers	M	Trolleys provided to enable tables to be wheeled between store room and hall. Use two people to set up room.
	Emergency exit doors are blocked or locked during hirings.	Hirers, other visitors and volunteers	H	Make sure that all emergency exit doors are clear and unlocked as soon as the hall is to be used and throughout the hiring.
	Damaged or wet electrical equipment could be used.	Hirers, other visitors and volunteers	M	Do not operate or touch any electrical equipment where there are signs of damage, exposure of components or water penetration etc.
	Unsecured steps or ladders may be unstable.	Hirers, other visitors and volunteers	M	Do not work on steps, ladders or at height until they are properly secured and another person is present.
	Portable electrical or gas appliances may be unsafe.	Hirers, other visitors and volunteers	M	Do not leave portable electrical or gas appliances operating while unattended.
	Portable electrical appliances which have not been Portable Appliance Tested (PAT) may be unsafe.	Hirers, other visitors and volunteers	L	Do not bring onto the property any portable electrical appliances which have not been Portable Appliance Tested.
	Stacks of chairs are awkward to manage and may be unstable.	Hirers, other visitors and volunteers	M	Do not stack more than 6 (six) red chairs or 10 (ten) green chairs. Do not move stacks of chairs without a trolley.
	Water boilers are heavy when full and awkward to move.	Hirers, other visitors and volunteers	M	Do not attempt to carry or tip a water boiler when it contains hot water. Leave it to cool.
	Unsupervised children may increase risk, particularly in the kitchen.	Hirers, other visitors and volunteers	M	Do not allow children in the kitchen except under close supervision (e.g. for supervised cookery lessons or, in the case of older children, for supervised serving of food at functions).

	In the kitchen there are gas cookers, electrical water boilers, and other equipment which may be hazardous if users are distracted.	Hirers, other visitors and volunteers	L	Avoid over-crowding in the kitchen and do not allow running.
	Damage or faults to equipment or the building's facilities may pose a risk to other users if not rectified.	Hirers, other visitors and volunteers	L	Report any evidence of damage or faults to equipment or the building's facilities in the 'Faults' book which is kept with the First Aid Box in the Kitchen].
	Slipping hazards on stairs, polished or wet floors.	Hirers, other visitors and volunteers	M	Avoid creating slipping hazards on stairs, polished or wet floors - mop spills immediately.
	Tripping hazards such as buggies, umbrellas, mops and other items left in halls and corridors;	Hirers, other visitors and volunteers	M	Avoid creating tripping hazards.
	Tripping in poorly lit areas.	Hirers, other visitors and volunteers	M	Use adequate lighting.
	Issues relating to emergency communications while in sole occupancy of the building.	Hirers, other visitors and volunteers	M	Understand the risk to individuals while in sole occupancy of the building: carry a mobile phone whenever possible.
	Toppling hazards by piling equipment e.g. in store cupboards.	Hirers, other visitors and volunteers	M	Stack equipment safely.
Legal	All accidents must be reported: there is a risk that this obligation may not be met.	Hirers, other visitors and volunteers	L	Report every accident in the accident book and to the designated Committee Member.
External	Disturbance of neighbours by hirers	Neighbours	M	Leaflet drops to close neighbours for one-off noisy events