

Frequently Asked Questions

Before I Hire

How do I make a booking enquiry? Below you will find answers to the most frequently asked questions.

Details of what's on at the Hall and availability can be found by clicking on the calendar tab. If you wish to make a booking, please click on the 'How to Book' tab and complete an Event booking form. There is a section at the bottom of the form where you can leave a message for the administrator. Alternatively, please email info@dorringtonvillagehall.co.uk

Is there car parking available? Immediately in front of the Hall is a car park for approximately 30 vehicles. It is a car park for use by people visiting the Doctors surgery adjacent to the Village Hall as well as users of the Hall. Please ask your guests to avoid parking on the road if possible.

What's the layout of the Hall? A diagram of the hall layout can be found by clicking on the documents tab and selecting Floor Plan.

What access is there to the kitchen? The kitchen is accessible from the Entrance Hall and the Main Hall. It has a side door opening up into a small patio area at the back of the Hall and there is a serving hatch from the kitchen to the Main Hall. The use of the kitchen (excluding the cooker) is free of charge. If you require use of the cooker, a charge of £20 will be payable.

Can I visit the Hall before I book to see if it's suitable? We welcome prior visits to the Hall to enable you to be sure it is what you want for your event. Please contact the Hall administrator to arrange your visit.

Can I arrange a Bouncy Castle for my party? The use of bouncy castles and similar inflatable equipment is permitted subject to the Hirer satisfying one of the conditions set out below:

- (a) A copy of the equipment provider's current Public Liability Insurance Certificate
- (b) Confirmation from the hirer's own insurers that they have third party cover which would cover any claims made against them in the event of any incident.

A responsible adult must supervise the equipment at all times, and it is this person who should provide evidence of suitable cover. (Some household policies may cover this at no additional cost but if not taking out separate event insurance will suffice but please ensure you make it clear what the event is and that the cover is appropriate).

Please note that if you wish to use a bouncy castle or similar inflatable outside on the grass behind the Village Hall this is not permitted as part of the hire of Dorrington Village Hall as the Recreation Ground is owned by Shropshire Council. You must separately contact Shropshire Council and get their permission. A copy of Shropshire Councils email granting permission for the use of the bouncy castle must be sent to the Halls administrator as part of your booking.

Please note that the Hall shall not be liable for any incident however arising from the use of any such equipment.

Is there a stage and sound equipment? The Hall has portable staging and an MP3 Karaoke machine with Wireless microphones and Bluetooth Portable Speaker System available for hire. Please contact info@dorringtonvillagehall.co.uk for details of the costs.

In the case of a booking for a dance or music or any other public entertainment of like kind, it is the responsibility of the hirer to ensure that they have the appropriate and relevant licences under Performing Right Society (PRS) and the Phonographic Performance Licence (PPL) covering the extent of their own activities and if requested, to provide a copy to the hall administrator.

Is there WiFi in the Hall? Yes, WiFi is freely available for use by our guests. The Wifi network is called Dorrington Village Hall Guest WiFi, and you must agree to the terms and conditions of use when you connect.

What is the capacity of the Hall? The Main Hall has a seating capacity of 120 people at round tables with space for a dance area or 150 people at trestle tables with a space for a dance area.

The meeting room has a seating capacity of 36 people for meetings with space for a speaker or 20 people at trestle tables with room for refreshments etc.

Is there any equipment suitable for children? The Hall has a small amount of equipment for use by children. If required, please contact the administrator for details.

It also has crash mats and footballs suitable for indoor use. Badminton equipment is also available for hire.

Please contact info@dorringtonvillagehall.co.uk if use is required alternatively, please leave a message for the administrator in the box at the bottom of the provisional booking form.

Are there facilities for the disabled? The hall is fully accessible for those in wheelchairs, and there is a large lavatory especially equipped for the disabled. There are no significant floor level changes inside and the car park in front of the Village Hall has parking bays for use by people with disabled badges.

Do you have cutlery, wine glasses, beer glasses, cups, saucers, plates, tables, chairs? We have a large amount of basic cutlery, plates (main & side), cups, saucers, bowls, cafetières, tea pots, salt & pepper shakers, jugs, wine coolers & table number holders.

The bar has a fridge, six spirit bottle holders and two sinks and a full selection of glasses to cover most large events.

What appliances are available in the kitchen? There is a gas cooker with four hobs, two ovens and a grill. There is also a microwave, fridge, freezer, double sink, an electric kettle and a coffee filter machine. **There are tablecloths and tea towels, available for use but these must be laundered and returned without stains and ironed. Please note that if gas appliances are required there will be an additional charge of £20.**

Is there any free time allowed for setting up and/or clearing up? We ask that you book and pay for all the time you will be in occupation; this will include any time necessary for setting-up and clearing down.

Can I provide alcohol at my event? If you intend to provide alcohol at an event for which money changes hands at any point, you will need to apply for a Temporary Event Notice (TENS) from Shropshire Council. For example, you will need an alcohol licence if you sell tickets which include a free drink, if you sell alcohol at a bar, or if you provide alcohol to members of a club. Alternatively, you can hire a private licensee to run the bar for you. If alcohol is provided at the event completely free of charge, no licence is required. However, you **must** seek the approval of the Management Committee for all events at which alcohol is to be provided.

When do I pay for my hire? All one-off bookings are payable in advance on receipt of an invoice. No booking will be confirmed until payment is received. If no payment has been received within 15 days of the invoice date you may forfeit the period booked and we may accept bookings from other hirers.

Hirers booking the Hall for a recurring event eg a weekly class will be invoiced at the end of each month. The whole cost of the booking is payable for each date that the booking applies. No refund or credit will be made for any part of the booking that is not used for any reason unless (i) such cancellation is made by the Village Hall or (ii) adequate notice has been given by the hirer (minimum 2 week). Payment is due by the 15th of the month following their use. If payment is late, the Village Hall Committee or its authorised representative reserve the right to cancel further bookings until payments are brought up to date.

Do you offer any discounts? We offer a reduced hire rate to Local groups, Community Organisations and Charities. There is also a reduced rate offered to people booking six sessions or more. Details can be found by clicking on Hire charges in the documents tab.

Do you have any restrictions as to who can hire the Hall? We do not hire the Hall to anyone aged less than 18 years, nor to anyone who may still owe money to the Hall for any reason. There may be some activities or events for which we would choose not to hire out the Hall; please ask if you need to.

On the Day

Do I collect a key? Please contact us using info@dorringtonvillagehall.co.uk during the week before the event. We will issue you with a unique access code to enable you to access the key safe. This contains a key to unlock the main door and a fob to deactivate the alarm. This code is allocated to you personally and its usage is logged – please do not pass it on as you may be held responsible for any misuse. Details of how to use the alarm system will also be provided by the Hall Administrator.

My guests want to arrive earlier than the time booked; what should I do? The Hall will be available from the time you booked, and unless you have made an alteration (with the agreement of the Hall Administrator), that is the time you and your guests may enter. If the Hall is already open owing to an earlier event being in progress, we ask that you respect their tenancy of the Hall and don't enter prematurely.

There is another event occurring in one of the other rooms; what should I do? Please confine your use of the Hall to the room(s) you have booked and respect others' rights to the room they are in.

Can I attach decorations to the wall and ceiling? Please do not attach decorations to the wall and ceiling. Clear tape and blue tac leave a residue on surfaces which is difficult or impossible to remove.

You must also not attach anything to lighting appliances or to other electrical equipment – doing so is not only a safety hazard but can also cause damage.

During Hire

What should I do in the event of a fire? Please refer to the standard terms and conditions Point 9 Public safety compliance and familiarise yourself with the Fire Procedures prior to the event. As the hirer you are the designated responsible person, and the safety of all users is of primary importance.

There is some faulty equipment at the Hall; what should I do? We'd be pleased if you would report it to info@dorringtonvillagehall.co.uk If a malfunction is interfering with the proper running of your event, you may report it immediately to the Hall administrator.

I've broken something belonging to the Hall; where should I report this? Again, to info@dorringtonvillagehall.co.uk. We have an understanding view of accidental breakage, but if we feel an item has been broken through misbehaviour or similar we would expect it to be paid for. We would far rather discuss a breakage with a hirer than have to pursue them later and would hope to come to a reasonable arrangement.

How do I operate the cooker. Please contact info@dorringtonvillagehall.co.uk for information a week before your event.

At the Close of my Event

How much cleaning-up do you expect me to do? We expect that all tables will be left clean, floors swept, and food and rubbish will have been removed. Please note that our Hiring Terms state that should the Hall be left in such a state that cleaning by our caretaker is necessary we reserve the right to deduct the cost from the deposit left with us.

What time must we leave? The Hall must be vacated by the end of your specified booking period.

What should I do with my rubbish? We are a facility that contributes to local recycling efforts and request that you and your suppliers support us in this. Please do not throw bottles and other recyclables into our refuse bins. Please use the recycling boxes/bins supplied where possible. These are located outside the kitchen door of the Hall.

After the Event

I think I've left some property at the Hall; what can I do about it? We understand that it's easy to leave behind some item of property and we have a policy of keeping lost property for up to three months. Please contact info@dorringtonvillagehall.co.uk if you think you've left something with us.

When do I get back my deposit? We aim to refund the deposit within 14 days after the event. Please note that we reserve the right to deduct an appropriate amount if damage has occurred or cleaning is required.

I'd like to leave some feedback on my experience of the Hall. How do I do this? We should be very grateful if you wish to share any opinion of the Hall and/or the volunteers you have dealt with during the hire process. Please e-mail info@dorringtonvillagehall.co.uk or leave a written message in the Kitchen addressed to the Committee.