

# RAMSDEN MEMORIAL HALL

## Hall Booking Frequently Asked Questions



### Access

#### Is there car parking available?

Yes, there is. There are up to six off road spaces outside the church (50 metres away) as well as on-road parking throughout the village which is unrestricted. We ask that users are considerate of local residents, and avoid parking on pavements or verges, or blocking access.

#### Is there disabled access?

Yes. There is level access to the lobby, reception area and main hall, and accessible toilet facilities. For those booking the Parker Room on the first floor, there is a stair lift available.

#### Are dogs allowed?

Guide Dogs, Assistance Dogs and well-behaved dogs who are accompanied by a responsible adult, are always welcome.

#### Can we have access to a kitchen?

Yes. There is a large kitchen on the ground floor and a small servery on the first floor. Both are well-equipped and can be used to serve tea/coffee, drinks or full meals (downstairs kitchen only). You are welcome to bring in your own caterers or we will be happy to supply you with a list of recommended catering companies.

#### Can I visit the hall before I book to see if it's suitable?

Absolutely. Just contact our Hall Manager ([manager@ramsdenmemorialhall.co.uk](mailto:manager@ramsdenmemorialhall.co.uk)) who will be pleased to show you around at a time that suits.

#### How do I get into the hall?

In most cases our Hall Manager will have opened the hall prior to your arrival. On the rare occasions that this proves impossible, you will be advised of an entry code which you can key in at the front door.

#### What are your opening hours?

We have no set opening hours. However, our hall manager will open and close the hall on those days that it is booked. If you need access to the hall at other times or you would like a guided tour, just contact our hall manager ([manager@ramsdenmemorialhall.co.uk](mailto:manager@ramsdenmemorialhall.co.uk)).

#### Is there a curfew?

As Ramsden is a quiet residential village, we would ask all hirers to cease loud music by 11.00 pm and vacate the building by midnight. At any time of the day, please leave quietly and avoid the slamming of car doors.

### Facilities

#### Do you provide tables, chairs, table cloths, cutlery and crockery?

Yes we do. Rectangular tables (of various sizes) are provided free of charge for all functions, as are comfortable upholstered chairs and tablecloths. Other items are subject to availability and appropriate charges will be included in your quotation letter. Please note in your booking request what equipment you need.

#### Is there a children's play area?

There is no play area at the Hall, and no dedicated outdoor space. The area outside the Hall is the access to neighbouring properties, and must be kept clear.

#### Do you have Wi-Fi ?

Wi-Fi is available throughout the building and we will advise you of the access code when you arrive.

### **Is there a stage and sound equipment?**

There is no stage. The Main Hall has a modern 7-speaker surround-sound system, including hearing loop.

### **What AV equipment do you have?**

As well as a modern surround-sound system, the Main Hall has a 136-inch retractable screen and an HDR LED projector, which can be connected to a laptop, or used with our BluRay player to show DVDs / BluRay. There is an additional fee for using the AV equipment. Please be aware that all movies shown outside of the home are considered public viewings for copyright purposes, and it is a legal requirement to pay for a Single Title Move Licence. It is the hirer's responsibility to arrange this, but we can provide advice on how to do so.

In our Parker Room/Business Centre, we have a flat screen plasma TV monitor which can be used to link to a laptop (via HDMI or VGA), to provide large screen projection. Your laptop and the Wi-Fi will enable you to use this facility for video conferencing and Skype.

### **Can I bring my own alcohol?**

Yes, you can. We have a full licence, so you can even charge for drinks - if you need to.

### **Is cleaning included?**

Generally, No. It is your responsibility to ensure that the space you have booked, including the kitchens and lavatories, are thoroughly cleaned either before you depart or (by arrangement) on the following day, and that all rubbish is removed. If you don't want to be responsible for cleaning, please advise us when booking and we will provide you with a quote for professional cleaners to come in after your event.

### **Do you have nappy changing facilities?**

Yes, we do. In the gender-neutral accessible toilet facilities on the ground floor.

### **Can I get married or enter a civil partnership at the hall?**

The Ramsden Memorial Hall does not have a marriage licence, but contact details for the local registrar, the church, the nearest Mosque, a synagogue, Hindu Temple or Quaker Meeting House are shown on the 'Tie the Knot' download. The Hall is an ideal Reception venue, and conveniently located for the Royal Oak pub, which offers accommodation as well as excellent food and drink.

## **Terms, conditions & payment**

### **Terms and conditions**

You can find a copy of our terms and conditions in PDF format on this website. By booking, you agree to be bound by these conditions.

### **When do I have to pay?**

An invoice will be issued when you book, and should be paid within 7 days. Depending on the nature of the event, a refundable damage deposit may also be required. Please note, if you over-run your booking by more than 15 minutes, an additional invoice will be issued to cover the additional time.

### **How do I pay?**

Direct bank transfer. Your invoice will show who to pay, the address to which cheques should be sent and details of our bank is preferred, and payment details will be on your invoice, If you are unable to pay by bank transfer, please contact the Hall Manager for details of alternatives.

### **What insurance do I need?**

The hall is fully insured, including public liability cover of up to £10m. If you are bringing specialist equipment into the hall, this will need to be insured separately and we would ask you to discuss this with our hall manager and/or your insurance company.

### **What do I do with rubbish?**

We would ask you to remove all rubbish and food waste after your event.

### **Do I get a discount if I live in the village of Ramsden?**

Yes. A 10% discount is available to residents of Ramsden parish, except for profit-making events.