

Hall User Manual for customers

Version 14 – 6th February 2026

Emergency phone numbers

See the inside of the first aid cupboard in the kitchen.

Introduction

This document is intended to provide all the information you will need when hiring the Village Hall. The hall is a charity run by volunteers and there are no caretakers employed. We would therefore ask you to leave the hall and grounds as you found them. Failure to do so may result in part or all your deposit being withheld to cover any cleaning costs etc incurred by the hall.

If you have any issues or improvement suggestions, we would appreciate you emailing us at ramsdensbellhousevh@gmail.com

A printed copy of this booklet is kept in the first aid cupboard and has the emergency phone numbers and the WIFI password.

Entry, Security & Safety

1. Keys

There are key safes on the outside of the Hall close to the New Hall & Old Hall entrances. You will have been given the code prior to your booked session. The Key safes contain a door key for that hall's door and a key for the rear car park gate padlock. At the end of your hire please ensure all the lights are switched off, the Hall door is locked, the gate is closed and padlocked. Return the keys to the key safe ensuring it too is locked.

For the Old Hall please ensure the yale lock is not left on the latch when you leave.

There is a single bike rack at the side of the New Hall entrance next to the large bin, please do not put bikes inside the lobby.



2. Security

The Village Hall operates a CCTV system and has a CCTV policy document attached to this booklet as Annex A

3. Fire & Safety

A copy of the fire exit plan is attached to this document as Annex B.

This shows the location of the fire exits. It is your responsibility to make sure you and your group have familiarised yourselves with the locations of fire exits.

In the event of a fire: -

1. Set off the fire alarm if not currently sounding
2. Ensure everyone evacuates the building to the Fire Assembly point in the far corner of the rear car park, near the blue container
3. Phone for the fire brigade
4. At the Fire Assembly point check all your party are present
5. Keep away from the building and the front car park
6. Inform the Hall Management on one of the emergency numbers provided
7. There are Fire Extinguishers located throughout the Village Hall. These can be used to tackle the fire but do not place yourself or others in harm's way when doing so.

Use of rear car park – **Ensure the gate is secured either open or closed with the padlock at all times.** On completion of your event check that the car park is empty, close the gate, secure with the padlock and ensure it is locked, return the key to the key safe.

Do not park in front of the rear car park gate.

Accidents & First Aid

A First Aid box is located in the kitchen cupboard T2 which is not locked. Should you or any member of your group have an accident it is a requirement that you record it within the accident register book which is also in the kitchen cupboard T2.

Please also email the hall with the details of the accident within 24hours.

ramsdenbellhousevh@gmail.com

A Defibrillator is located outside the New Hall door.

Heating

In summer the heating will be turned off. During the winter months the heating will normally be on when you arrive. For regular users we will discuss with you your preferred temperature and ensure these are programmed in for your session time. If you would like this temperature changing, please email ramsdenbellhousevh@gmail.com and we will make the adjustments for future sessions. The two halls are controlled separately by individual thermostats. The thermostats are located on the wall to the left as you enter the store room.

If the temperature is not at your desired level, you can set a new level by using the up down arrows on the right. When the required temperature is displayed press the √ (tick) button. **Only press the tick button once as more presses can set the system into standby mode and restrict the maximum temperature to 12.5°C.**

If you do set the system into standby mode, you will see a house with a frost symbol inside. Use the <> arrows to navigate to the power button on the bottom row far left and press tick. Normal operation should result.

Heating On / Temperature Control

To make a temporary change to the temperature setting press the \vee or \wedge key, set your desired temperature, press \checkmark . If the set temperature is above the room temperature the \heartsuit symbol will be displayed, indicating the heating is now on. This set temperature will be maintained until the next comfort level.



Kitchen

The kitchen is available for your use when you hire one of the halls. At times the kitchen will be in use by two different groups who have hired a single hall. In that case, please use half of the kitchen closest to your hall. Please leave the kitchen as you found it.

If you are hiring the Committee room and wish to use the kitchen please contact the booking administrator.

Water heaters

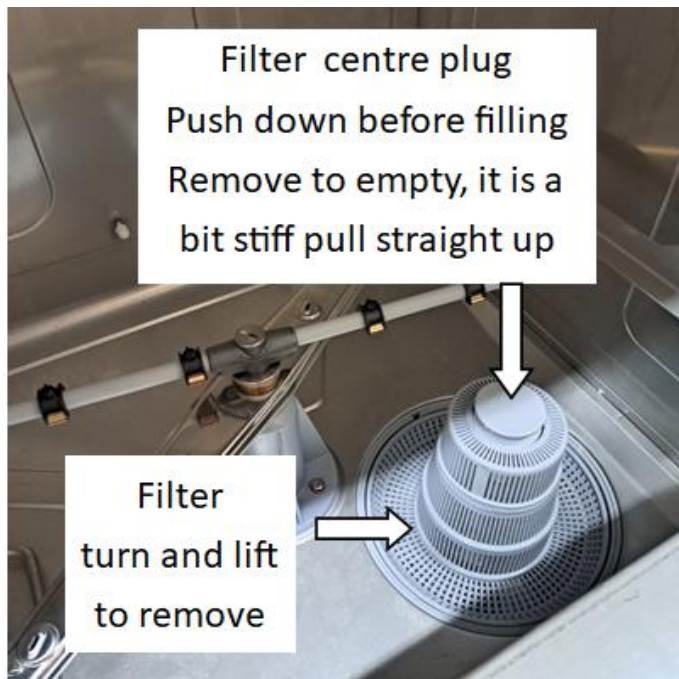
There are two instant hot water heaters. They can be switched on at the switch adjacent to the heater. They do take a little while to come up to full temperature. At the end of your hire please empty the overflow trays into the sink and ensure the heater is switched off.



Dishwasher

If you are planning to use the dishwasher switch it on when you arrive at the hall as it takes time to heat the water.

The dishwasher is a quick wash industrial machine. Before you start ensure the outlet filter centre plug / overflow is fully pushed down see below. Cleaning liquids and rinse aid are added automatically when the machine is in use.



To start ensure the front door is closed then you have to turn the left-hand knob to 120. The machine will then fill with water and start heating up. The blue light will illuminate. Up to an hour is needed for the machine to reach its operating temperature, the green light will come on. [Please ensure any food waste has been removed from plates etc before placing them in the machine to be washed.](#) With the door closed press & hold down the right-hand button and the machine will start. It only takes a few minutes to wash.



To do further washes just load the machine and press the right-hand button. When you have finished remove the filter centre tower / overflow by pulling it straight up. It might need a good pull. Then turn the left knob to the left onto the empty sign and press the right-hand side button. The dishwasher will empty. If there is any food remains on the filter, turn it anti-clockwise and remove to be cleaned. Replace all the parts and turn the machine off by turning the left knob to 0. All the lights should have gone out.

Oven

The oven has an induction hob. The hall does not provide any pans etc for use with the oven

Crockery

There is a variety of crockery and glasses stored in the kitchen cupboards. These items can be used but should be washed and put back where they came from.

The hall does not provide any linen, dishcloths, towels etc

Furniture

The furniture within the hall is available for your use during your event. It must not be removed from the premises or used on the lawn. We would request that any furniture you do use is **cleaned** as necessary and returned to its storage location. There are 17 large tables stacked in the storeroom along with a further 13 small tables, please put them back as you found them. There are two types of chairs, the first is brown with round legs. For the old hall these chairs are stored within the storeroom. Please stack them 5 high when returning them to the storeroom after use. For the new hall there are 20 chairs located along the sides of the hall in 4 stacks of 5. The second set of chairs are black with square legs, these are kept in the New Hall Lobby and stored in 5 stacks of 6 chairs. **Please don't stack a mixture of the different chair types.**

There are two chair carriers in the storeroom they can be used to move chairs to where they are needed. For safety reasons keep the chair stack height to 5, it is easier to pull the carriers.



Rubbish Management

There is a large bin located close to the New Hall entrance. This bin can be used for black bag waste only. **It is only available for your use if it is included within your hire agreement.** Otherwise, all waste must be removed from the premises on your departure.

Cleaning

There is a cleaner's cupboard in the Committee room. This has brooms, dustpan and brush, bucket, mop and a large scissor brush for cleaning the floors. Within the store room there is a large red henry hoover which may also be used.

Please put back any items used where they came from.



Electrics & Lighting

Please ensure all lights are switched off before you leave the building at the end of your hire. The main light switches for the New Hall are located on the right as you enter the lobby.



The Old Hall light switches are located next to the kitchen hatch and to the right of the main doors. The disco lights in the New Hall can be hired for a small charge. They will not operate without a key.

Digital display

There is a digital display in the lobby of the New Hall. A personalised message can be put on it in advance of your event for a small charge. You will need to supply what you require in a jpeg format, discuss this with the booking administrator.

Committee room monitor

There is a TV in the Committee room but it is not connected to an aerial but it may be used for presentations during meetings. The TV has an HDMI cable connected which can be accessed from the adjacent cupboard. The TV on button is located underneath and the standby button at the side.

PA & Music system

The hall owns two portable PA sound systems which can be used to provide music by Wi-Fi from your devices. These can be hired for a small charge.

The first is a single system that is very simple to use and just plugs into the mains socket. When switched on you can easily pair with it by Bluetooth Fenton-FT15LED. The volume is controlled by the master control. A microphone can also be provided if requested, which again links easily via Bluetooth.

The second system is more complicated to set up. There are two speakers on stands that connect via coaxial cables to the rear of the Amplifier.



The Amplifier has a power on - off switch at the rear just above the power cable connection. The Amplifier has a number of modes controlled by the mode switch located on the front panel far right. Select Bluetooth mode and then pair your device with the Amplifier – Power Dynamics. Alternatively, you can select USB or SD card as an input with the mode button.



mode button

Volume control

A variety of microphone options are available and these are connected via the Channel 1 input. The red knob above the input controls the volume. Microphone options need to be requested in advance of the event.

Car Parking

As there are two halls and these can be in use at the same time, we ask users to follow these guidelines. Old Hall users park in zone A and New Hall users in Zone B. If your area is full, please use the rear overflow car park. **Do not park in front of the double doors as they are emergency exits.** The grass area adjacent to the rear car park can be very boggy, we request you do not park on the grass. There are two blue badge parking spots next to the new hall entrance and one on the right as you enter the car park. **Ensure the gate is secured to the red posts at all times.**



Feedback

We would love to hear how your event went and any photos you are happy to share with us. We welcome feedback good or bad so that we can continue to improve the hall and our users experience.

The Hall is run by volunteers and we do not employ a caretaker so we are dependent upon you leaving the hall as you found it. Doors locked, lights off and the rear car park secured.

Annex A – CCTV Policy

Introduction

Ramsden Bellhouse Village Hall is a registered charity, number 1025468. Closed Circuit Television (“CCTV”) is installed. Cameras are located at various places on the premises and images from the cameras are recorded digitally and then automatically recorded over after approximately one month. This document details the policy and procedures used to control the management, operation, use and confidentiality of the CCTV system.

Purpose & Objectives

- 1 The purposes and objectives of the CCTV system are:
 - to maintain the security of the premises
 - to deter, detect and prevent crime, vandalism and anti-social behaviour
 - to provide a safe and secure environment for volunteers, hirers, visitors and contractors
 - to assist Law Enforcement Agencies to carry out their lawful duties
 - assisting Insurance claims
- 2 This use of CCTV falls within the scope of The Data Protection Act 2018 and The General Data Protection Regulation 2018. The Village Hall complies with the Information Commissioner’s Office CCTV Code of Practice <https://ico.org.uk/for-organisations/> to ensure that it is used responsibly.

Warning Signs

CCTV warning signs are clearly and prominently displayed at the New Hall’s Entrance Door, and on the corner of the old hall as you enter the car park.

Siting the Cameras and Coverage

The six cameras have been sited carefully so that they only capture images relevant to the purposes for which they are installed and care has been taken to ensure that reasonable privacy expectations are not violated. Every effort has been made to position the cameras so that their coverage is restricted to the Village Hall premises.

The cameras are sited on (a) the Old Hall overlooking the side car park and entrance (b) above the Old Hall entrance door overlooking the front car park (c) at the side of the Old Hall overlooking the memorial (d) the New Hall overlooking the grass and rear car park (e) the Old Hall back door overlooking the patio and sheds.

Storage and Retention of CCTV images

Recorded data is stored automatically for up to 21 days on a recorder which is located within the Village Hall Committee Room and is password protected. Access to the data is limited to the Chairman & Treasurer. Recorded data will be stored in a way that ensures the security and integrity of the image and allows specific times and dates to be identified.

Normally, recorded data will not be retained for longer than 21 days. On occasion, images may need to be retained longer where, for example, an incident has been identified or a Subject Access Request has been made or time is required to enable the Law Enforcement Agencies to collect relevant images or the Law Enforcement Agencies are investigating a crime and ask for images to be preserved to afford them the opportunity to view the information as part of an active crime investigation. All retained images will be stored securely.

Access to CCTV Images and Disclosure

Access to recorded images is restricted to the Chairman and Treasurer. Disclosure of information will be controlled and consistent with the purpose(s) for which the CCTV system has been established. Once information is disclosed to a Law Enforcement Agency, they will become data controller for the copy which they hold.

The following guidelines will be adhered to in relation to the disclosure of images:

- a) The disclosure of images will be in line with the above Objectives and will be controlled under the supervision of the Management Committee.
- b) The appropriate disclosure documentation from the Law Enforcement Agencies will be filed for future reference.
- c) Images **Shall** not be forwarded to the media for entertainment purposes or be placed on the internet.
- d) Images **Shall** not be copied in any way, e.g. photographed, downloaded or printed for use other than described in the objectives.
- e) Images will only be released to the media for identification purposes in liaison with the Law Enforcement Agencies.
- f) The method of disclosing images will ensure that they are only seen by the intended recipient.

Subject Access Requests

Individuals have the right to request access to CCTV footage relating to themselves under The General Data Protection Regulation.

All requests for access are to be made by email to ramsdensbellhousevh@gmail.com Reference: - CCTV Access. Information must be provided to enable the footage relating to them to be identified, i.e. date, time, location and reason for the request. The Village Hall Committee will respond to requests within 4 weeks of receiving the request.

All requests for access are recorded. If disclosure is denied, the reason is documented and the individual will be informed within at least 4 weeks of the reason. The Village Hall Committee reserves the right to refuse access to CCTV footage where this would prejudice the legal rights of other individuals or jeopardise an ongoing investigation.

A fee of £20 may be charged for a Subject Access Request, depending on circumstances.

Complaints - Enquiries or complaints about the operation of the CCTV system should be communicated to the Village Hall Committee by email to ramsdensbellhousevh@gmail.com.

Review - This policy will be reviewed by the Management Committee when new legislation requires this policy to be updated.

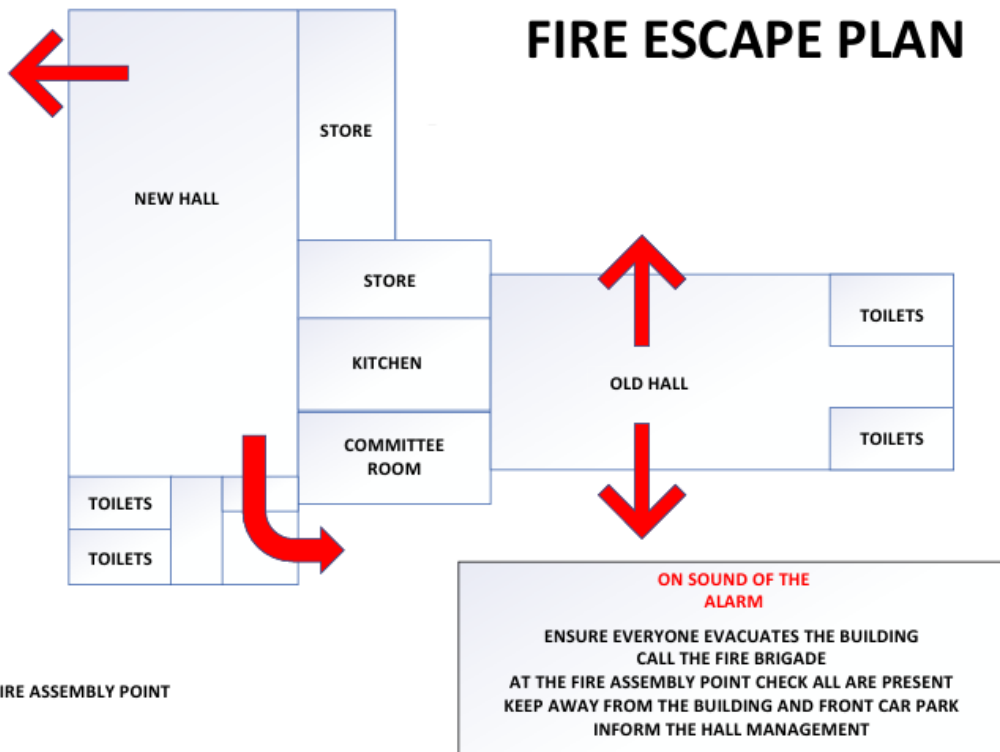
Annex B – Fire escape plan

RAMSDEN BELLHOUSE VILLAGE HALL

Registered Charity No. 1025468



FIRE ESCAPE PLAN



The fire assembly point is by the blue container at the far end of the overflow car park