

Frequently Asked Questions'

How much does it cost to hire rooms at Worplesdon Memorial Hall

There are 5 rooms available for hire at Worplesdon Memorial Hall, charges are broken down against days and certain times of the week. For details of hall charges and special package rates, please see our [Hire Charges](#).

If you're hiring for 8 hours or more, the booking will come under an all-day event.

Evening hires are charged for a minimum of 3.5 hours.

Is a deposit required and is it refundable?

If you have paid a deposit, please note that the return of £200 deposit is at the discretion of the caretaker. To ensure the full return of your deposit; please take care to leave the hall in the same state as you found it, ensure rubbish is removed in accordance with our [Terms and Condition of Hall and Room Hire](#) and that you report any breakages/damage after the event.

Any breakages, damages or additional cleaning that is required must be paid for. If a retainer has been paid, then the Trust will deduct the cost of such damages and/or cleaning from the retainer and advise the hirer accordingly. The retainer will be returned to the hirer once the premises have been cleaned and fully inspected.

Are there any additional charges I need to include?

(1) Adult parties and similar events carry a £75 additional fee for any extra cleaning and the extra waste removal.

(2) Any event involving musical entertainment (except children's parties) carry a £15 charge to cover the hall's PPL music license.

(3) Any event involving the sale of alcohol must obtain a Temporary Event Notice license from Guildford Borough Council. There is a charge for this, paid to the council, not the hall.

How do I access the building?

If you have hired the hall, the main entrance door to the hall will be left unlocked for you. When you leave the premises, please ensure the door is pulled shut behind you. You can leave it unlocked as the caretaker will lock the building at the end of the day.

Please keep main front door and back door shut - in particular in the colder months.

Are there First Aid supplies available?

There is a first aid box kept in the kitchen area. Please let us know via hall@wmh.org.uk if you use any items so we can ensure it is kept fully stocked.

The accident Book is located in the main kitchen next to Microwave.

What do we do in the event of a fire?

Please familiarise yourself with the location of fire exits and fire extinguishers. The assembly point is in car park. Instructions for what to do in the case of a fire are provided on the wall.

Caretaker

Although the caretaker lives onsite, please do not disturb him unless it is an emergency.

If you have any questions that are not covered in this FAQ, please email hall@wmh.org.uk.

I'm planning an event, what should I bring?

Things to consider bringing with you:

Scissors

Tape

White Tac

Bin bags

Tea, coffee, sugar, milk etc

Although there are some crockery, glassware and cutlery provided, we cannot guarantee the amount available or level of cleanliness due to the constant change over of lettings. We would recommend bringing your own items with you – including items such as water jugs etc

WiFi Code

The code to access the WiFi is on display in the entrance to the hall.

How do I turn on the lights?

You will find the switches for the lights on the stage area wall. The lights for the stage area are on the other wall next to the door.

What is available in the kitchen?

We have an oven, 2 kettles and an urn in the kitchen, as well as 2 fridges. The right fridge is labelled for the pre-school, please use the fridge on the left which is designated for hall hire use. There is a microwave available and a dishwasher with full instructions on the wall.

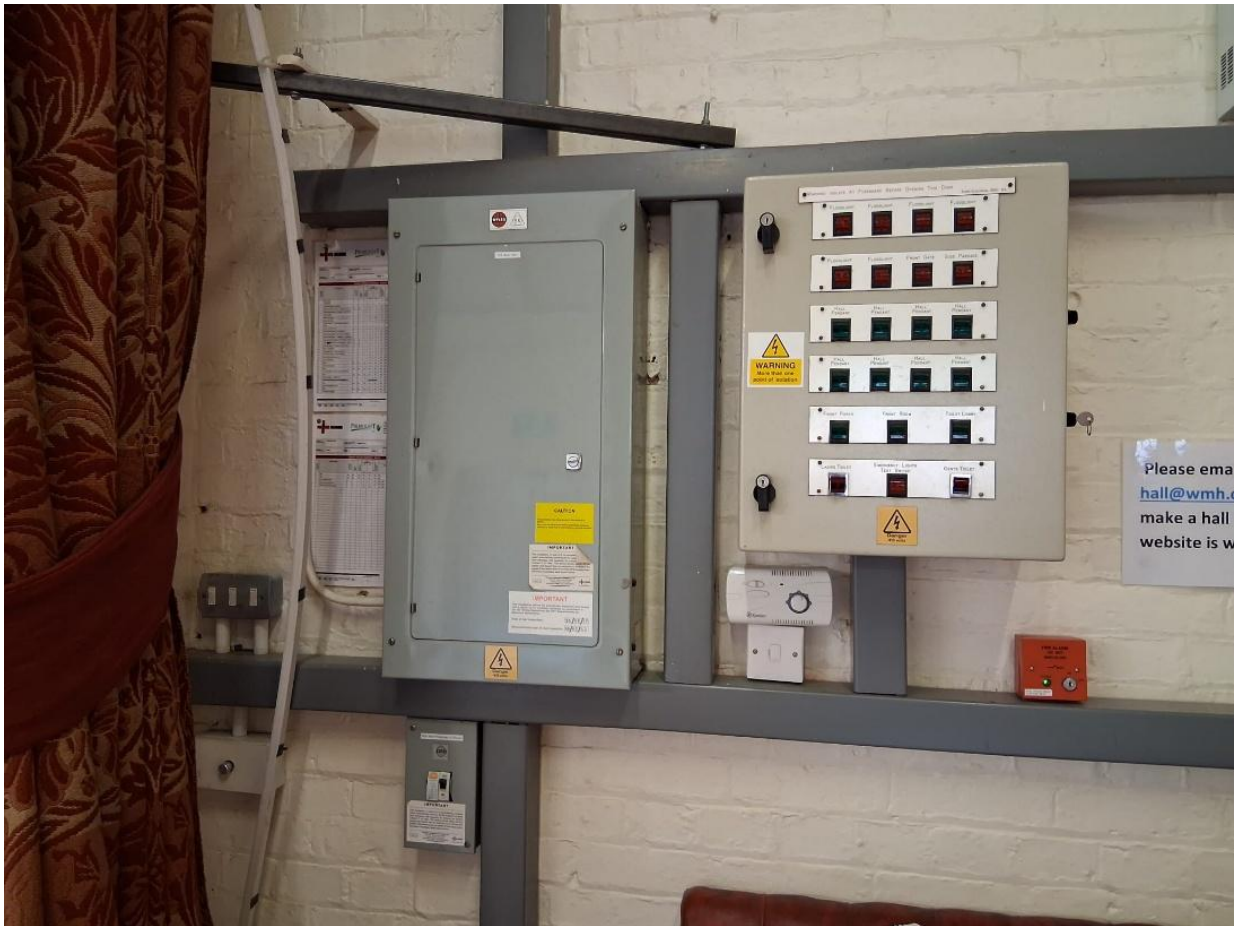
There is also a fridge/freezer available in the Thompson Room and Halsey Room if needed for your event.

Hot Water

If Hot Water is required throughout a day the hot water switch on the tank in the kitchen will need to be switched on and **MUST** be switched off when you leave. Please only use the urn if you are running a large event- do not overfill it as it will take over an hour to heat up. Whenever possible, please use kettle if possible.



Lighting



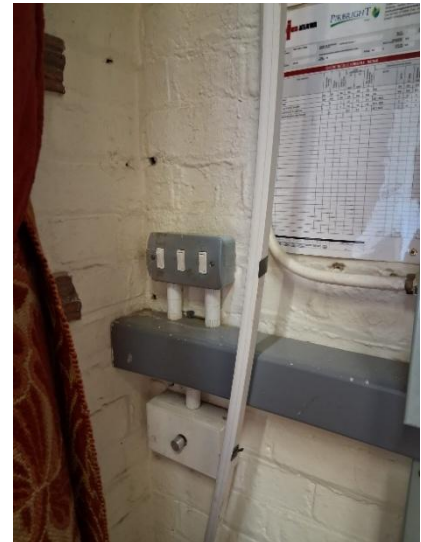


The top section (red) – please do not touch.

The ceiling pendants are controlled from the middle section of the large box.

Please ensure you also turn off the bottom row when you finish.

The other ceiling lights are controlled by the smaller switch to the left.



Are there tables and chairs I can use?

There are tables and chairs available, please always use the trolleys provided and return them as follows:

Main Hall

- Tables must be stacked on the trolleys in the rear hallway.
- All blue chairs (Main Hall) should be stacked in their racks and returned to the storeroom (smaller trolleys) or left at the rear of the hall (larger trolleys).

Small Hall

- There are 4 tables and 40 chairs in the small hall cupboards
- Tables and chairs should be stacked neatly in the cupboard.

There are more tables outside the men's toilets in hallway.

If you require more chairs they are outside back of hall in the 2nd garage - door is unlocked



Can I use any of the play equipment?

Worplesdon Pre-School is based at the venue and therefore has equipment stored inside the hall and in the enclosed garden area. Due to this access to the enclosed outside area is normally restricted to hall users unless specifically requested. If this space is used, we ask that **any toys and pre-school equipment is not used.**

Is there anything I should do before I leave?

Please leave the building in the state that you found it, remembering to double check toilets and kitchen areas, ensuring taps are turned off and windows are closed. Please clean any spillages when they happen (there is table and floor cleaning equipment in the kitchen and cleaning cupboard. Ensure all lights are switched off and please pull all doors closed before you leave.

Where are the cleaning products?

Due to the paper towel dispensers being replaced by electric hand dryers, if you need to clean up any spillages, please use the cleaning items (cloths and detergents etc.) stored in the kitchen under the right side of the sink, labelled for your use. Please dispose of used single use cloths in the bin or leave them in the sink.

In the room before the kitchen is the cleaning cupboard where you will find the vacuum, brush, bucket and mop etc. These are available for hirers use to ensure the facilities are left clean and tidy after your event.

What should I do if something breaks?

Please report any breakages via hall@wmh.org.uk.



Please ensure that rubbish is removed after the event, there is a large outside wheelie bin by the external toilets for your use.

However, we only have one commercial bin which needs to last hall hirers all week. If space is limited or the wheelie bin is full, please take bags of rubbish home and not leave them on the floor next to the bin.

Please take any recycling home.



What happens to lost property?

Please contact hall@wmh.org.uk if you have any questions around lost property.