

Booking Information



SOUTHREPPS VILLAGE HALL

Charity Registration Number: 278536

Welcome

A warm welcome to Southrepps Village Hall and thank you for choosing our facility for your function.

Our main aim is to provide an attractive, well maintained, self-financing and easy to use amenity which is a catalyst for regenerating the life of the community through the provision of a wide range of facilities and events.

To this end we have provided you with a user-friendly handbook (located in the kitchen) and a range of clear instructions to make your use of the hall and its facilities as easy as possible. All we ask is you leave the premises as you find them, with everything where it should be, as this helps us keep down costs and keep the hall affordable for everyone in the village.

stay safe | care for each other

Southrepps village hall are here to make your event a success. Please contact **Shelley** on **07920 583773** to discuss any queries you have. More information about the hall can be found on the website.

www.southrepps.online/villagehall

Data Protection

Data security and protection. We ensure the security of any personal information we hold by using secure data storage technologies and precise procedures in how we store, access and manage that information. Our methods meet the GDP compliance requirement.

Terms & Conditions

When you pay the deposit for the booking, you agree to all our Terms & Conditions outlined in this document. Failure to comply will result in us keeping the damage deposit and legal action if necessary. Please visit www.southrepps.info/booking-information to read them all again. Please note, there is no negotiation on the terms.

BOOKING CONDITIONS & INFORMATION

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Responsibility and Charges

Southrepps Village Hall Committee reserve the right to charge a cash deposit of up to **£150** for each booking.

- The responsible person is defined as the person who is the main booker of the event and this person is fully liable for all costs.
- The main booker must be over the age of 25.
- If the event is for a children's party, an adult of over 25 years must be on site at all times.
- The hirer will be responsible for leaving the hall in a condition not inferior to the condition of the hall on arrival.
- The full hire fee will be chargeable in the event of a cancellation less than 7 days prior to the booking.
- Southrepps Village Hall committee cannot be held responsible for any equipment, materials and/or personal items belonging to yourselves or other organisations during the event. You are to ensure you have suitable insurance is covered for all said items.
- Southrepps Village Hall Committee reserves the right to levy additional charges should the hall not be left in a satisfactory state.

Payment

You will have received an invoice for your booking. When communicating about your booking please use your reference - starting in VH.

The invoice will state the dates when you deposit and remaining fee is to be paid. When your deposit is paid it confirms your booking.

You can pay in two ways. Either by card payment taken over the phone or BACS transfer.

BACS - Account Name: Southrepps New Village Hall - Sort Code 30-90-89

Account Number: 44027368. Reference: (please use reference on invoice - starts with VH).

DEPOSIT RETURN - We aim to return deposits within 3 weeks after event. This gives us time to get feedback from our cleaner and regular hirers on the hall after your event. Please provide your account to enable this to happen. Cash returns are not possible.

The following are part of, and not limited to, effecting the return of your deposit

- **COMPLYING WITH RULES AND REGULATIONS:** Users should follow all the rules and regulations set by the village hall management. These may include occupancy limits, designated areas for certain activities, and guidelines for using equipment and facilities.
- **FIRE SAFETY EQUIPMENT:** Users should familiarise themselves with the location and proper use of fire extinguishers and other fire safety equipment in the village hall.
- **CAPACITY LIMITS:** Users should be aware of and adhere to the maximum capacity limits of the village hall. Avoid overcrowding, as it can be dangerous in case of an emergency.
- **TABLES:** must be wiped clean free of debris (cello tape etc) and returned to their original positions. Any breakages should be reported. DO NOT use the table for art or craft without suitable protection on the table.
- **CHAIRS:** should be stacked at either end of the hall in stacks no higher than 6 chairs. Chairs are to be moved using the chair trolley provided and not dragged as to damage the floor.
- **FLOORS:** Damage can be caused to the parquet flooring by dragging of chairs, tables and other equipment. The floor is to be left clean and free of spillages and debris. DO NOT USE a wet mop on floor in main hall. Read full instructions for floor care.
- **WINDOWS AND DOORS:** Must be closed and locked before you leave
- **KITCHEN** - the surfaces and floors should be free of dirt and debris. No washing-up left and all ovens clean inside and out. All equipment to be returned in the cupboard found. All ovens, water heater, coffee machine and dishwasher to be turned off at main switches on the wall. Breakages to be reported back.
- **WASTE** - All bins should be emptied and your rubbish taken away with you. There are bottle banks outside for the glass. The committee decided on this action to keep hire costs down and your co-operation is appreciated. A charge of £10 will be made for disposal of any rubbish left in the hall or car park after your event.
- **NO SMOKING** - it is illegal to smoke on these premises.
- **NAKED FLAMES** - If you are using candles they must be placed in fire resistant vessels that is higher than the flame. They must not be placed on any tables without suitable heat protecting base. Any burn marks created will be replaced/repared at hirers own costs.
- **MUSIC AND NOISE** - Music played in the hall must be at a volume so it is inaudible at a distance of 40 m from the hall. Doors and windows should be kept shut. All loud music must be off by 11pm even if you have a Temporary Events Licence.
- **EXTERNAL AREAS** - if external area used for the event, then this must be free from debris (not limited to waste and cigarette butts etc.)
- **ALCOHOL** - The village hall does not have a licence to sell alcohol. It is illegal to sell alcohol without a licence, you may apply for a Temporary Events Licence application from North Norfolk District Council. Search TENS North Norfolk Council for more information.
- **Alcohol Consumption (if applicable):** If alcohol is used in the village hall, users should ensure responsible consumption and prevent any unsafe or disruptive behavior related to alcohol use.
- **DECORATING THE HALL** - if putting decorations up please use suitable fixtures that will not leave marks - DO NOT USE cello tape, drawing pins, nails, glue etc. Remove all decorations from the hall leave walls clear and clean.

Keys

You will have received confirmation of your event via email. You will be provided with a code for the Key Safe at the front entrance. It is the Main Booker's responsibility to ensure the keys are kept safe at all times. Loss of keys will result in £100 fine.

The code is changed regularly but we ask you to not share the code.

On leaving you must replace the keys in the Key Safe and please ensure to muddle up the numbers.



Temporary Events Licence (TENs)

Southrepps Village Hall does not have a licence to sell alcohol and you will need to apply for TENs licence from North Norfolk District Council. In summary below is what you need a licence for.

Alcohol - The licensable activities are:

- the sale by retail of alcohol;
- the supply of alcohol by or on behalf of a club to, or to the order of, a member of a club;
- the provision of regulated entertainment; and
- the provision of late night refreshment.

Entertainment - Regulated entertainment, subject to specified conditions and exemptions, includes:

- A. a performance of a play;
- B. an exhibition of a film;
- C. an indoor sporting event;
- D. a boxing or wrestling entertainment;
- E. a performance of live music;
- F. any playing of recorded music;
- G. a performance of dance;
- H. entertainment of a similar description to that falling within (e), (f) or (g).

Please go to North Norfolk District website for more information. Simply search **TENS North Norfolk District Council** and it will take you directly to the page.

Safety

Your safety is paramount in our venue and it is the Hirer's responsibility that their own safety as well as those persons attending is ensured.

The responsible person must ensure that emergency exits are not obstructed.

The responsible person must make those persons attending the event fully aware of what to do in case of fire. See emergency evacuation instructions posted in the hall.

NO SMOKING - it is illegal to smoke on these premises.

Naked flames - please ensure that any candles are held in fire resistant vessels.

Any equipment, including and not limited to sports, children's activities, specialist electrical and so, are the sole responsibility of the hirer.

Southrepps Village Hall does not accept any liability of physical damage. Any damage to the hall due to equipment is the liability of the hirer and full costs must be covered by them.

Suitable insurance must be taken out if there is any potential for physical injuries.

Cleaning

Every care has been taken with our hall. Cleaning is important. You Must return the all in the same clean condition as you found it.

Any issues must be reported immediately and we will rectify it as soon as possible.

- Cleaning products can be found under the kitchen sink. Vacuums, brooms and mops are available in the cupboard to the left of the stage.

- All floors must be cleaned after your event. they should be swept free of debris by vacuum or sweeping, then mopped, except:-
- All bins should be emptied and your rubbish **taken away with you**. There is a glass recycling bin opposite the doors.

Cleaning

Users of the village hall should take responsibility for cleaning up after their events and activities to maintain a clean and hygienic space for others to use. Here are some guidelines for users on cleaning responsibilities:

- **Remove Personal Belongings:** Users should ensure they take all their belongings with them when leaving the village hall. This includes decorations, equipment, and any items brought for the event.
- **Dispose of Waste Properly:** Users should properly dispose of all waste generated during their event. This includes food wrappers, beverage containers, and any other waste. There are designated waste bins available for this purpose.
- **Clean Up Spills and Stains:** If any spills or stains occur during the event, users should clean them up immediately to prevent accidents and maintain the condition of the hall's flooring and furniture.
- **Clear Tables and Chairs:** Users should clear tables of dishes and cups and stack chairs neatly after their event. Returning the furniture to its original arrangement helps prepare the hall for the next users.
- **Clean Kitchen and Food Prep Areas:** If the village hall has a kitchen or food preparation area, users who used these facilities should clean them thoroughly. This includes washing dishes, wiping down countertops, and sanitizing surfaces.
- **Sweep or Mop Floors:** If the event involved food or other activities that could leave debris on the floor, users should sweep or mop the floors as necessary.
- **Return Equipment to Storage:** If users used any equipment or borrowed items from the village hall, they should return them to their designated storage areas in good condition.
- **Check restrooms:** If restrooms were used during the event, users should ensure they are left in a clean and tidy state. They can do a quick check to make sure the toilets are flushed, sinks are clean, and paper towels are properly disposed of.
- **Report Maintenance Issues:** While users are responsible for general cleaning, they should also report any significant maintenance issues or damages they notice during their event to the village hall management.

By adhering to these cleaning responsibilities, users can contribute to maintaining a clean and inviting village hall for the entire community to enjoy.

Toilets

Please ensure you check clean the toilets after your event.

- Feminine Hygiene - we have small bags in the ladies toilet for hygiene products. Please dispose in the toilet bin. **DO NOT FLUSH DOWN TOILET.**
- Hand Towels are provided - if you run out they can be found in the cupboard left of the stage on top of the grey cupboard.
- Please ensure all windows are closed at the end of the event.

Noise

Our village hall is in a residential area and noise does carry.

NOISE - Music played in the hall must be at a volume so it is inaudible at a distance of 40 m from the hall. Doors and windows should be kept shut. All loud music must be off by 11pm. Unless you have a Temporary Events Licence and even then we would ask for all loud music to be off by 12am.

Please keep noise to a minimum when leaving the premises.

External Areas

The decking area offers fantastic views and is very popular. The keys for the decking door is on the key ring. It can be a little tricky but please bear with it and don't force it. If you can't open it call us and we shall see what we can do.

- A. If external area used for the event, then this must be left free from debris (not limited to waste, cigarette butts etc.)
- B. No vehicles are allowed on the grass, if access is gained, without express permission from Southrepps Village Hall Committee and the Parish Council.
- C. Football pitch - please take care of the grass

Smoking

Southrepps Village Hall is a no smoking building. Please ensure smokers use the external ash tray (near front door) for smoking.

Do not litter with cigarette butts on the floor outside.

Rubbish

You must take your waste with you as we do not have the facilities to remove events rubbish. We encourage recycling and if you have any glass please use glass bins outside the hall.

Do not put waste outside next to the waste bin at the bottle bank.

Failure to remove rubbish will result in a £10 per bag of rubbish deduction from deposit.

KITCHEN



Boiling Water Tap

If you are going to be making lots of teas then switch **this** on at the wall.

Switch is the left of the boiler. Please ensure you switch off at the end of use.



WARNING: This is boiling water

Kitchen Equipment

- There is an array of items within the cupboards of the kitchen which are welcome to use for your event.
- Please ensure that all items are returned clean and to their previous location.
- Tea towels can be found in the drawer. Please leave all dirty tea towels on the kitchen worktop to the right of the hand wash sink next to the dishwasher.

Cutlery

We have plenty of cutlery for your needs.

Please ensure all cutlery CLEANED and POLISHED and is returned and sorted into the grey containers provided.

Trolley

You will see TWO catering trolleys which are available for your use.

Please ensure you clean down before and after use.

Cleaning

- Kitchen should be left clean and tidy with everything put back in its relevant place.
- There should be no washing up left - relevant equipment is provided for washing up.
- The cookers should be left clean and without food residue.
- Coffee - if you have used the coffee machine please ensure you remove the filters and wash everything.
- Floors should be swept and mopped after use.
- Remove your rubbish.

Crockery

We have enough crockery for serving 40 plus people. All are stored in the large cupboard at the back of the kitchen. In here you will find:-

1. Dinner & Side Plates
2. Soup & Dessert Bowls
3. Coffee Cups, Tea Cups & Saucers

In addition to these, we have various other items available for you to use in the cupboards.

We ask that you treat all the items in the kitchen with care and attention.

Breakages - Please report all breakages as soon as possible.

Kitchen Safety



KITCHEN SAFETY

BE SAFE WHILST WORKING IN THE KITCHEN - BE AWARE AT ALL TIMES.

WASH YOUR HANDS - please wash your hands before to start any food or drink preparation.

CLEAN AS YOU GO - we strongly advise that you clean as you go using the products provided under the sink.

SLIPS, TRIPS AND FALLS - Ensure the floor is kept dry at all times. Use mops or the blue paper towels.

FOOD SAFETY

When serving food and drinks for guests, we ask you to follow good food hygiene.

The 4Cs of food hygiene - The four main things to remember for good hygiene are the 4Cs:

Cleaning | Cooking | Chilling | Cross-contamination

1. Cleaning

You should do the following things:

- Clean and disinfect food areas and equipment between different tasks, especially after handling raw food.
- Clean as you go. If you spill some food, clear it up straight away and clean the surface thoroughly.
- Use cleaning and disinfection products that are suitable for the job

2. Cooking

Thorough cooking kills harmful bacteria in food. Undercooked food could cause food poisoning.

- Ensure all food is piping hot throughout.

3. Chilling

Chilling food properly helps to stop harmful bacteria from growing. Some foods need to be kept chilled to keep them safe, for example:

- food with a use-by date
- cooked dishes
- other ready-to-eat food such as prepared salads and desserts

It is very important not to leave these types of food standing around at room temperature.

4. Cross-contamination

Cross-contamination is when bacteria is spread between food, surfaces or equipment. Cross-contamination is one of the most common causes of food poisoning.

Raw food

It is most likely to happen when raw food touches or drips onto ready-to-eat food, equipment or surfaces. For example, if raw meat drips onto a cake in the fridge, bacteria will spread from the meat to the cake.

Always keep raw and ready-to-eat food separate, including packaging material for ready-to-eat food

Store raw food below ready-to-eat food in the fridge - use separate fridges for raw and ready-to-eat food if possible

Equipment

It can also happen when you use the same equipment for raw and ready-to-eat food. Use different equipment (including chopping boards and knives) for raw meat/poultry and ready-to-eat food unless they can be heat disinfected in, for example, a commercial dishwasher

Hands

Hands can also spread bacteria. If you do not wash your hands thoroughly after touching raw food, you can spread bacteria to the other things you touch. ALWAYS wash your hands thoroughly before preparing food and after touching raw food

Preventing cross-contamination

You must ensure that work areas, surfaces and equipment used for raw and ready-to-eat food are adequately separated.

1. Clean and disinfect work surfaces, chopping boards and equipment thoroughly before you start preparing food and after you have used them to prepare raw food
2. If raw and ready-to-eat food need to be handled in the same preparation area, ensure the area is thoroughly disinfected between these uses.

Dishwasher

This is a commercial dishwasher so the cycle runs very quickly.

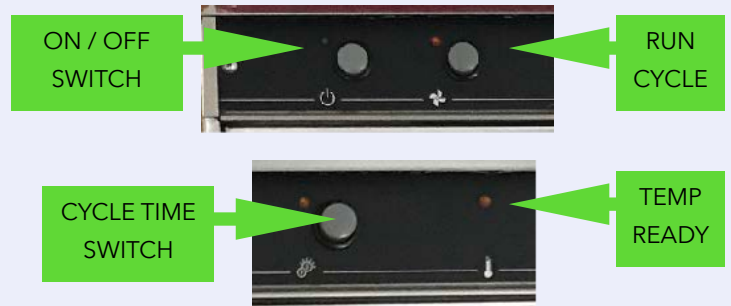
1. Switch **ON** the dishes at the wall.
2. Open the main door - it can be a bit stiff (Please try not to yank the handle off though)
3. The dishwasher should be clean and free from water inside. If it is not please let us know.
4. Place in the **BUNG** - front right hand side (sometimes these can be found near the sink - there should be two)
5. Close the door and press the **ON** switch.
6. The dishwasher should start heating up and filling with water now. You may need to leave for about 15-30 mins to get up to temperature. The **TEMP READY** light will come on when it's ready.
7. You can set the cycle to 2 or 3 mins by pressing the **CYCLE TIME SWITCH**

TO WASH ITEMS

1. Use the relevant **INTERNAL TRAY** - load up products.
2. Press and HOLD the **RUN CYCLE** button
3. You will hear when the cycle has finished.
4. Little tip - open the door and pull the tray out then let the items steam dry (saves on drying up).

FINISH

1. Ensure all trays as placed back
2. Pull out the **BUNG** and let water drain.
3. Clean out filter of debris. and the inside of machine with a cloth.
4. Switch **OFF** at main switch on wall.



Oven

We have three ovens that can be used. One is a domestic style oven, a large fan oven and a warming oven. All are available for you to use. There is also a domestic microwave. All items are turned off at the relevant plug - please ensure you switch off after use.

Domestic Oven

This is a Ceramic Electric Hob, Electric oven and grill. There are 6 zones for ceramic hob, conventional oven (LH) and fan oven (RH).

1. Switch on OVEN at master switch on the wall - right hand side.
2. You will need to set a time if you wish to use the oven.
See THE CLOCK section
3. This is a domestic oven so the same principles apply as those you would at home.
4. Please ensure you clean down the oven after use



The clock

To set the correct time of day.

See the '2 Minute Tour' at the beginning of this guide.

To time something that's cooking (minute minder)

0:00



Press and hold as above. At the same time press (-) or (+) until the time you want to cook for is shown, as below.

0:20

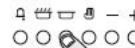


You can check time remaining by pressing and cancel the beeper by pressing .

To stop automatically

Use when you have started the oven manually.

0:00



Press and hold as above. At the same time press (-) or (+) until your required 'Stop Time' shows. AUTO will show in the display. When your cooking is finished the beeper sounds. TURN THE OVEN KNOB TO 0 FIRST, then press once to stop the beep, press again to return to manual cooking.

To start and stop the oven automatically

Before you set the clock, you must have two numbers clearly in mind.

The 'cook period', which is the period of time you want the oven to cook.

The 'stop time', which is the time of day you want the oven to stop cooking.

You cannot set a start time directly - this is set automatically by setting the cooking period and stop time.

0:20



Press and hold as above. At the same time press (-) or (+) until your required 'cook period' shows.

14:20



Then press and hold as above. At the same time press (-) or (+) until your required 'stop time' shows. AUTO will show in the display.

Set the oven to the required temperature. When your cooking is finished the beeper sounds. TURN THE OVEN KNOB TO 0 FIRST, then press once to stop the beep, press again to return to manual cooking.

If you are out, don't worry about the beeper going off, it stops after a while. When you return, TURN THE OVEN KNOB TO 0 FIRST, then press twice, to return to manual cooking.

AUTO is showing, you want to reset to manual cooking.

When cancelling an automatic setting, any cooking time already set must be returned to 0:00 before you can return to manual, by pressing the button.

Microwave

DOMESTIC MICROWAVE

can be found at the back of the kitchen on the wall.

1. Switch on at wall and switch off after use.
2. Please ensure you clean after use.

Fan Oven

1. Switch on at wall and switch off after use.
2. Please ensure you clean after use.

Warming Oven

The warming oven can be used to keep plates and serving dishes warm. It can be used to keep certain foods warm, but please ensure you follow safe food guidelines.

1. Switch on at wall and switch off after use.
2. Please ensure you clean after use.

Coffee Machine

Our coffee machine enables you to make filtered coffee. There are two parts of the machine. Bottom part is There should be 4 Jugs, 2 Filter trays and bag of filters (next to the machine).

BEFORE STARTING

1. Please ensure machine is clean and check the filter trays.
2. Place two empty jugs on the base.
3. Switch on at mains plug - ensure to switch off after use.
4. Switch on the **BASE PLATE**. You need to do this to ensure there is no water left in the water reservoir, this will ensure you don't over flow. If no water starts flowing through after a minute, then switch off **BASE PLATE** for now.
5. Slide filter tray towards you. Place a paper filter required amount of filtered coffee, slide back into position.
6. Fill the relevant reservoir with one jug with cold fresh water - **DO NOT OVERFILL**.
7. Ensure empty jug is placed on base plate and switch on **BASE PLATE**.
8. Once coffee has finished filtering we suggest you keep the base plate on to keep coffee warm.
9. On completion, please dispose of old paper filters in bin. Wash filter trays and replace.
10. Clean down external machine and switch off at mains.

COFFEE
JUGS

FILTER
HOLDER

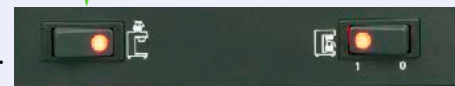


WATER
RESERVOIR



UPPER
PLATE

BASE
PLATE



Main Hall

The main hall is featured with a stage, chairs, tables and large parquet floor. There are two large doors which go out to the patio area outside, the key can be found on the hall keys obtained from the key safe.

Patio Doors & Windows

- The second key unlocks the big doors, start with the one on the right and push.
- Please ensure to hook the doors back to stop them swinging.
- Please sure to close all doors and windows at the end.

Chairs

- Chairs are stacked 6 high - please ensure you do not stack higher as they can topple over.
- Please use the chair trolley to move around hall.
- DO NOT drag the chairs in case they scratch the floor.

Decorating the Hall

if putting decorations up please use suitable fixtures that will not leave marks -

RECOMMEND - 3M Command Strips have orange of hooks that don't damage the paint work.

DO NOT USE cellotape, drawing pins, nails, glue etc. Remove all decorations from the hall leave walls clear and clean.

Tables

You will find tables on the right and left side of the hall.

The assembly is fairly self-explanatory. Ensure legs have clicked into their holding brackets.

Clean down tables before and after use.

Floor

Our hall has an old parquet flooring on, which we love so we ask you to ensure you do the following to help maintain it's up keep.

1. Dry sweep using wide sweeper provided in the cleaning cupboard.
2. Spillages should be cleaned up IMMEDIATELY. Please ensure it's dry after use.
3. DO NOT wet mop floor.

Curtains

Some of our curtains are on a pulley system, some you drag across. Either way please take care when opening and closing.

All of our curtains should be left open when finished.

Heating

There are two heaters in the hall. Press and hold boost button. We suggest you start with 15 mins first as they are quite powerful.



Cupboard - left of stage

Within this cupboard you will find all cleaning tools and items that may be of use.

- Ladders, Brooms, Vacuum

We ask you to not use anything else in this cupboard - please ensure the light is off and door is close

DO NOT TOUCH the piano, piano stool. This is not for public use.

On Leaving



Cleaning

It is the Responsible Person's role to ensure that the village hall is left in the condition it was when first entering. To ensure the safety of the village hall please ensure:

Kitchen

1. **WATER HEATER** - Switch off the water heater (switch located right hand side of the sink)
2. **DISHWASHER** - If you have used the dishwasher ensure the bung is removed and clean as per instructions on the wall behind the dish washer.
3. **CROCKERY & CUTLERY** - Return crockery etc to where you found it.
4. **OVENS** - off ovens at main switch
5. **BACK DOOR** - Ensure back door to kitchen is closed and windows closed.
6. Please close kitchen door on leaving.

Main Hall

1. Patio doors are locked with curtains open
2. Back door (leading to car park) is closed
3. All lights in hall are switched off.
4. Main hall doors are closed.

Rubbish

- You are to take your waste with you as we do not have the facilities to remove events rubbish. We encourage recycling and if you have any glass please use glass bins outside the hall.
- Failure to remove rubbish will result in a £10 per bag of rubbish deduction from deposit.

General

1. Turn off all lights with the exception the car park flood light which is PIR controlled.
2. Ensure that all taps are turned off in the toilet areas and door is closed.
3. Entrance doors (both of them) are closed.
4. Return the key to the Key Safe.