



New Meppershall Village Hall
Hiring FAQ's
Effective from 1 September 2021

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27. Contact us

Email: bookings@meppershallvillagehall.co.uk

Tel: [07485 102727](tel:07485102727)



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1. Can a visit be arranged before hiring?

- a) Yes, of course, we prefer you to book what you have seen and been impressed with.
- b) We encourage potential hirers to visit and meet onsite with our Bookings Manager.
- c) We are keen to meet potential hirers, understand your requirements and then make sure we meet them for your event.
- d) We are very creative, we want to meet to help make your event a good one.

2. What is the Booking Fee & how much is it?

- a) A non-refundable Booking Fee of £29 is payable on acknowledgement/acceptance of a booking and us sending an invoice.
- b) The Booking Fee is deducted from the total hire costs with the balance including the damages deposit payable not less than 6 weeks prior to the start of the hire. Full details will be shown on the invoices raised.

3. What happens if the Booking Fee is not paid?

- a) A provisional booking will be cancelled if the Booking Fee is not paid within 7 days of the invoice date, so that we release the time for someone else to use.

4. When is the balance of the hire fee payable?

- a) The balance of the hire fee is payable at the latest 6 weeks before the start of the hire.
- b) We are pleased to accept early payment.



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5. How are payments for hire fees to be paid?

- a) We prefer payment of hire fees direct to our bank account, details of which are on our invoices.
- b) Payment can be made via Paypal. The sum due on the invoice is the amount that is to be received by us. Any charges levied by Paypal are therefore to be paid by the hirer.

6. How much is the Damages & Cleaning deposit?

- a) The standard amount of the Damages & Cleaning deposit is £75.
- b) For a 16th/18th/21st birthday party or similar event, Friday or Saturday evenings or larger parties/events with over 100 attendees it is £180.
- c) The amount to pay will be communicated by the Bookings Manager and shown on the invoice.

7. Is the Damages & Cleaning deposit repayable and how/when is it repaid?

- a) The damages deposit is refundable in full providing all of the MVH Booking Conditions have been met, no damage has been caused and the room hired is left clean & tidy.
- b) Repayment is usually approx. a week after the hire.
- c) Repayment is made direct to a hirers bank account, details of which will need to be provided to us after the hire. If we don't have your bank account details, we can't make payment.

8. What happens if a Booking is cancelled by the hirer?

- a) If a booking is cancelled by the hirer the Booking Fee paid is non-refundable.
- b) If cancelled more than 6 weeks before commencement of the hire date, no further sums are payable.
- c) If cancelled within 6 weeks of the hire date any refund will depend on individual circumstances and whether a replacement booking has been obtained.
- d) The Damages & Cleaning deposit paid is repaid in full.



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9. What happens if a Booking is cancelled due to Covid restrictions?

- a) All payments made are refunded in full.

10. What happens if a Booking is cancelled by MVH?

- a) All payments made are refunded in full.

11. What is meant by day or half day?

- a) The day rate is normally from 8:30am to 5:30pm.
- b) The half day rate is for a maximum of 4 hours with flexibility as to the start and finishing times.
- c) Evening rates apply from 6pm onwards and for hirings of three hours or more.

12. Are the Bar & Café available?

- a) The Bar and Café facilities are available at no additional charge during normal operating hours.
- b) A charge is payable for opening and providing services outside of normal hours which can be discussed and agreed to meet individual requirements. We aim to be helpful.

13. Is a hiring flexible?

- a) Yes, provided we are informed hirers can arrive or leave at any time within the period of hire nb: we need to know approx. times to make arrangements for opening/closing, unlocking/locking up, security etc.
- b) Specific hire arrangements can be discussed to meet individual circumstances or requirements including storage of equipment, regular bookings, help with arranging DJ's, caterers, providing early access to set up etc.



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18. How many tables and chairs are available?

	Number
a) Tables:	
Round - 4ft (122cm) diameter - seat 4-6	16
Rectangular - 4ft x 2ft 6in (122cm x 76cm) - seat 4-6	4
Rectangular - 6ft x 2ft 6in (183cm x 76cm) - (seat 6-8)	14
b) Chairs:	
Aluminium colour frame with blue seats/back	150
Dark frame with brown/beige seats/back	40
Dark oak frame of polished wood with wine red seats/back	30

19. What can be set up in the Main hall, are there examples?

- a) Tables & Chairs to suit the hirer.
- b) The stage is ideal for a DJ, Entertainer, Drama Production, presentation or "top table".
- c) Bouncy Castles or similar activity for Children's Parties can be used (**but** due care must be taken NOT to damage the floor or remedial costs will be incurred).

20. Are there any restrictions on use of a hired area

- a) Use must comply with our Policies, Planning Permission and Licences – full details are available on request and the proposed activity will be checked by us before accepting a booking.
- b) We can no longer allow the use of confetti and glitter type products due to their staining effects and difficulties in cleaning. nb: any use of such products will result in deductions from the Damages Deposit for additional cleaning time of at least £46, as this is a serious problem.



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21. What is available in the kitchen?

- a) Cups, mugs, saucers, plates and basic utensils are provided for up to 120 attendees.
- b) Fridge and freezer space for sole use.
- c) Whilst we do try to provide cleaning materials we suggest that as well as bringing in your food and drinks it is best to include refuse sacks, bacterial sprays and cleaning cloths.
- d) The dishwasher is available for use but we do not provide washing tablets, so you will need to provide these and allow time for a cleaning cycle to complete, then put all items away in the cupboards/drawers.
- e) Two good sized sinks.
- f) Oven & hob.
- g) Direct access for serving to the Main Hall.

22. What must be done by the end of a hire - cleaning

- a) The areas hired must be left clean and tidy.
- b) Waste must be placed in refuse sacks or similar, squashed down (to save space) and put in the Veolia bins which are outside in the car park area.
- c) Any additional cleaning costs beyond the normal time for the MVH cleaners will be deducted from the Damage & Cleaning deposit at the rate of £23 per hour.

23. Will a hirer have exclusive use?

- a) The hirer will have exclusive use of the area hired.
- b) It is recommended that hirers make arrangements to ensure only their invited guests are allowed access to the Main Hall, kitchen, or room that has been hired, in particular for larger events or where tickets are issued. This ensures no misunderstandings.



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24. What is acceptable?

- a) To work well between us and have a good, safe and enjoyable hire or event.
- b) To help us create a good reputation to encourage hirers to book with us.
- c) To be respectful on leaving the MVH, particularly late at night, and mindful of local residents, their privacy and sleeping arrangements.
- d) To comply with the Terms & Conditions of hire.

25. What is not acceptable?

- a) Upsetting or annoying the Booking Manager, Trustees or other users of the MVH.
- b) Anti-Social behaviour in the MVH or adjacent areas or car park.
- c) Bad language.
- d) A poor attitude, being unhelpful or awkward for the sake of it.
- e) Leaving the MVH or adjacent areas in an unclean or untidy state.
- f) Causing damage to the building or equipment provided.
- g) Removing items from the building that belong to MVH or another hirer.
- h) Causing upset or distress to other hirers or neighbours of the MVH.
- i) Not complying with our Terms & Conditions of Hire which are available on request or via our website: <https://www.meppershallvillagehall.co.uk/booking-information>

26. Where can further Booking Information be obtained from or an onsite visit arranged?

- a) Bookings can be requested via our website:

<https://www.meppershallvillagehall.co.uk>

<https://v2.hallmaster.co.uk/Diary/ViewWeeklyDiary/7333>.

- b) For more information or to meet on site to discuss your requirements contact our Bookings Manager Marie Melton and who will be keen to help:

Email: bookings@meppershallvillagehall.co.uk

Tel: [07485 102727](tel:07485102727)