# Woodham Ferrers Village Hall
# Bookings Procedure Policy Statement

**Date ratified by full committee..10-4-24**
**Review date.....APRIL.2026**

**Chairperson...B.E.Phillips.(Acting)**

This policy applies to users of the hall and its facilities including the car park.

The following steps are recommended when taking a booking. Bookings are divided into Regular hirers and ad Hoc Hirers.

Regular Hirers procedure

Stage One - find a regular slot suitable for the hirer.

Stage Two - Get the hirer to fill in online the booking form, Bookings clerk can also do this for the hirer, please see the Ad Hoc procedure below for method, if the bookings clerk does it for the hirer they must ensure they email the file "Hallmaster Terms and Conditions" (Appendix A) and the hirer must confirm in writing that they have read and are happy to abide by the Terms and Conditions. The email they confirm on must be kept in their file.

Stage Three - allocate a section in the Folder to this hirer and fill out a cover sheet, Appendix B. also note if the group runs all year or term time and how frequently they are invoiced.

Stage Four - Invoice monthly or termly as agreed with hirer via email.
Payments can be via cheque, Cash or electronic banking to Woodham Ferrers Village Hall Committee account. For Monthly invoices payment should be made within the month that the invoice is dated. For Termly invoices payments should be made promptly, ideally within the first month.

Stage Five - Once the first hire is paid for and the Damage Deposit is received give the hirer the current Code for the hall door.

Ad Hoc Hirers procedure

Stage One - The hirer can search for the hire time and date they require online at www.wfvh.org.co.uk/facilitie s. Or you can advise them.

Stage Two - the hirer can book online by clicking on the + in the date they wish to hire on the calendar and filling in the online form. If they do not wish to do this the Booking clerk can do this for them by opening a customer account then following the Booking procedure below.

Stage Three - Now invoice by following the "to invoice in Hallmaster" section below. Ensuring you write the dates hired, total cost and invoice number on the cover sheet in the folder. Once payment received log this on the cover sheet including how, Bacs/Cheque, date and amount. Then log the payment by following the "to pay and invoice in hallmaster section" below. If payment in cash or cheque form also write in payment book for Treasurer, placing money in the envelope. At the end of the month take photocopy of the month's page from payment book and money to Treasurer.

Stage Four - For the previous month now is the time to return damage deposits to the ad hoc hirers, providing no problems reported. These are returned by post with a compliments slip if a cheque. If they paid the Damage Deposit by bank transfer then email the treasurer the details and he will return the Damage Deposit by Bank transfer. You may need to email the customer and ask for their sort code and account number to facilitate this. Write on the invoice what you have done and when and file the invoice in the Achieve folder.

**Creating a customer in Hallmaster:**

- Click on customer tab
- Create customer
- Fill in details on form
- Add activity, fill in as appropriate from the drop down menu's
- Save, or save and email to the customer as appropriate

**Creating a booking in Hallmaster:**

- In diary click on date required and appropriate hall and click on cross, which will take you into create booking screen.
- Tick which hall is required and enter name of event, e.g. party, etc.
- Enter start/end date and time.
- If recurring booking tick box.
- Choose customer name from drop down box or add name for new customers.
- Add activity from drop down menu.
- If cleaning/stage required, pick from additional items and click on add.
- Leave description blank
- From drop down menu choose whether public or private event.
- Enter number of people attending.
- Add special requirements as appropriate.
- Status should be "requested" until payment received.
- Tick as appropriate for Alcohol/TENS/PRS licenses.
- Save document or save and send as required.
- Send terms and conditions to customer by email if booking on behalf of a customer. Confirmation of acceptance is required.

# Woodham Ferrers Village Hall
# Bookings Procedure Policy Statement

**To invoice in Hallmaster:**

- From bookings menu find customers booking and press invoice button in actions column.
- Create new invoice.
- Tick appropriate date, check hire charge rate (change if necessary) and save/send invoice to customer. If regular hirer remove highlighted text from email template before sending.

**To pay an invoice In Hallmaster:**

- Click on Invoice
- Search for the invoice to be paid by searching for the invoice number.
- Click on the Payment icon at the far right of the line, it looks like a shopping trolley.
- Check you have the correct invoice number, then choose payment method, Cash, cheque Bank Transfer etc.
- Put in the amount
- Put in the date received.
- Click on add payment.
- Once you have done this you will be asked whether a receipt is required. If yes, click on Yes and then on Send to email.
- Payment colour will change to orange for partial payment and green for full payment.
- Once payment is received give out the door code for the front door, the week before the event takes place.

If **unexpected Hall Closure:**

- Change the status of the "Child" booking for the date of the cancellation/closure. To do this search in bookings/date of closure/and go into each hire and change the status . DO NOT do this in the parent booking.
- In Invoice affected, change the value of that days hire to £0.00, which will reduce down the invoice total.
- If the hirer has already paid make a payment for the closure amount on the next unpaid invoice, this will show up as Part Paid on Hallmaster but not show up on the invoice.
- In the line item of your next invoice to hirer add a credit for the hall closure as seen in Appendix C.

<u>Useful Information for Hallmaster use</u>

- When searching in bookings, invoices and customer tabs, click on column headings to place items alphabetically/numerically, with either the up or down arrow.

# Woodham Ferrers Village Hall
# Bookings Procedure Policy Statement

- To search for a particular customer click on the magnifying glass and type the first three letters of the name into the filter box, click on filter.
- By pressing far left black arrow this will enable all that particular customers bookings to be listed together.
- Drag column heading in box immediately above customer and all bookings will be grouped together under customer name.
- Past bookings can be located by ticking "bookings in past" box.
- To add a date to an existing booking – go into the Booking, increase number of recurring bookings i.e. was 5 now 6. Go to the bottom date on the list and change that date to missing/required extra date. Save, invoice and new date will then be found at the bottom of the list.

Appendix A.

**Woodham Ferrers Village Hall**
Main Road, Woodham Ferrers, Essex, CM3 8RW
www.wfvh.org.uk: wfvhbookings@mail.com
07906 587414 Registered Charity No. 301441

## STANDARD CONDITIONS OF HIRE

These standard conditions apply to everyone hiring the village hall. If the Hirer is in any doubt as to the meaning of any the following, the Booking Clerk should immediately be consulted.

**1. Age**

The Hirer, not being a person under 18 years of age, hereby accepts responsibility for being in charge of and on the premises at all times when the public are present and for ensuring that all conditions of the Premises Licence and/or Operating Schedule relating to management and supervision of the premises are met.

**2. Smoking**

The hall has a **NO SMOKING POLICY.** Smoking is not permissible in any part of the building.

**3. Noise**

The Hirer shall ensure that the minimum of noise is made on arrival and departure, particularly late at night and early in the morning. The Hirer shall, if using sound amplification equipment, make use of any noise limitation device provided at the premises and comply with any licensing conditions of the premises. Anyone using sound amplification equipment must use the 3 RED SWITCHES at the north end of the hali

**3. Supervision**

3.1. The Hirer shall during the period of the hiring, be responsible for: supervision of the premises, the fabric and the contents; their care, safety from damage however slight or change of any sort; and the behaviour of all persons using the premises whatever their capacity, including proper supervision of car parking arrangements as to avoid obstruction of the highway. As directed by the Bookings Clerk, the hirer shall repair or pay for all damage (including accidental damage) to the premises or to the fixtures, fittings or contents and for loss of contents.

3.2. There shall, in addition to the Hirer, be a minimum of competent attendants as indicated below on duty on the premises to assist people entering and leaving, none of whom shall be less than 18 years of age. If most of the audience is under 16, the number of attendants shall

be in the ratio 1:10. All persons on duty shall have been instructed as to their essential responsibilities in the event of fire and other emergencies, including attention to disabled persons, the location and use of the fire fighting equipment available, how to call the Fire Brigade and evacuation procedure.

3.3. The number of persons on the premises shall not exceed:

| | |
|---|---|
| Main Hall | 160 |
| Small Hall/ Meeting Room | 40 |

## 4. Use of Premises

The Hirer shall not use the premises for any purpose other than that described in the Hiring Agreement and shall not sub-hire or use the premises or allow the premises to be used for any unlawful purpose or in any unlawful way nor do anything or bring onto the premises anything which may endanger the same or render invalid any insurance policies in respect thereof.

4.1 The hirer must allow reasonable access to toilet and kitchen facilities for Parish Council visitors and workers from the office situated at the rear of the premises.

4.2 The hirer must not disturb or interrupt the occupants of the Parish Council office if the office is occupied at the time of their hire.

4.3 The hirer must call or email the WFVH Booking Clerk in the week before their hire to obtain the key code to gain access to the building

## 5. Gaming Betting and Lotteries

The Hirer shall ensure that nothing is done on or in relation to the premises in contravention of the law relating to gaming, betting and lotteries.

## 6. Dangerous and Unsuitable Performances

Performances involving danger to the public, or of a sexually explicit nature, shall not be given.

## 7. Film Shows

Children shall be restricted from viewing age-restricted films classified according to the recommendations of the British Board of Classification.

## 8. Licences

The hirer shall ensure that the village hall holds a Performing Society Rights Licence which permits the use of copyright music in any form e.g. record, compact disc, tapes, radio, television or by performers in person. If other licences are required in respect of any activity in the Village Hall the Hirer should ensure that they hold the relevant licence or the Village Hall holds it. If

alcohol is to be sold or included in the entrance fee for your event, then the hirer must apply for a Temporary Event Notice (TEN).

The Village Hall has a Premises Licence authorising the following regulated entertainment and licensable activities at the times indicated. Please note times differ for New Year's Eve. Please contact the Bookings Secretary for further information.

| Activity | The hall is licensed for | Day of week | Times for which the activity is licensed |
|---|---|---|---|
| Performance of a Play | y | Thurs/Fri | 18:00 - 23:00 |
| | y | Sat | 13:00 - 23:00 |
| | y | Sun | 14:00 - 22:00 |
| Exhibition of a Film | y | Fri | 18:00 - 23:00 |
| | y | Sat | 15:00 - 00:00 |
| Indoor Sporting Event | y | Every Day | 09:00 - 20:00 |
| Performance of Live Music | y | Fri | 18.00 - 23:00 |
| | y | Sat | 13:00 - 00:00 |
| Playing of Recorded Music | y | Mon-Thurs | 09:00 - 22:00 |
| | y | Fri | 09:00 - 23:00 |
| | y | Sat | 12:00 - 00:00 |
| Performance of Dance | y | Mon-Fri | 12:00 - 22:00 |
| | y | Sat | 12:00 - 00:00 |
| Dancing | y | Mon/Tues | 14:00 - 20:00 |
| | y | Wed/Thurs | 12:00 - 22:00 |
| | y | Fri | 14:00 - 20.00 |
| | y | Sat | 12:00 - 00:00 |
| Sale of Alcohol | N | Every Day | |

**9. Public Safety Compliance**

The Hirer shall comply with all the conditions and regulations made in respect of the premises by the Fire Authority, Local Authority, the Licensing Authority or otherwise, particularly in connection with any event which constitutes regulated entertainment, at which alcohol is sold or provided or which is attended by children.

9.1.1. The Hirer acknowledges that they have read instructions on the following matters:

9.1.2. The action to be taken in the event of a fire. This includes calling the Fire Brigade and evacuating the hall.

9.1.3. The location and use of fire equipment.

9.1.4. Escape routes and the need to keep them clear.

9.1.5. Method of operation of escape door fastenings.

9.1.6. Appreciation of the importance of any fire doors and of closing all fire doors at the time of a fire.

9.2. In advance of an entertainment or play the hirer shall check the following items:

9.2.1. That all fire exits are unlocked and panic bars are in good working order.

9.2.2. That all escape routes are free of obstruction and can be safely used.

9.2.3. That any fire doors are not wedged open.

9.2.4. That exit signs are illuminated.

9.2.5. That there are no obvious fire hazards on the premises

**10. Explosives and Flammable Substances**

The hirer shall ensure that:

10.1. Highly flammable substances are not brought into, or used in any part of the premises and that

10.1.1. No internal decorations of a combustible nature (e.g. polystyrene, cotton wool) shall be erected without the consent of the management committee. No decorations are to be put up near light fittings or heaters.

10.2. No candle's however small, other open flame devices or smoke machines are to be used in any part of the building, as these will activate the smoke alarms.

**11. Outbreaks of Fire**

The Fire Brigade shall be called out to any outbreak of fire, however slight, and details thereof shall be given to the Bookings Clerk.

**12. Means of Escape**

12.1. All means of exit from the premises must be kept free from obstruction and immediately available for instant free public exit.

12.2. The emergency lighting supply illuminating all exit signs and routes are operated by an automatic mains failure switching device and are turned on during the whole of the time the premises are occupied.

**13. Health and Hygiene**

If there is any food to be consumed on the premises during the course of the hire it is the hirer's responsibility to make sure that all food regulations are adhered to.

## 14. Accidents and Dangerous Occurrences

The Hirer must report all accidents involving injury to the public to a member of the Village Hall management committee as soon as possible: any failure of equipment belonging to the Village Hall or brought in by the Hirer must also be reported as soon as possible. Certain types of accident or injury must be reported on a special form to the Local Authority. This is in accordance with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR). Copies of this form are available in the kitchen.

## 15. Electrical Appliance Safety

15.1. Ensure that no electrical appliances are altered, removed or in any way interfered with.

15.2. On leaving, check that all electrical equipment and appliances are turned off and unplugged (except where marked).

15.3. The Hirer shall ensure that any electrical appliances brought by them onto the premises should have a current Portable Appliance Test and used In a safe manner in accordance with the Electricity at Work regulations 1989. Where a residual circuit breaker is provided the hirer **must** make use of it in the interests of public safety.

## 16. Heating

The Hirer shall ensure that no unauthorised heating appliances shall be used at any time on the premises. Portable Liquefied Propane Gas (LPG) heating appliances shall not be used.

## 17. Indemnity

17.1. The Hirer shall indemnify and keep indemnified each member of the Vi!lage Hall management committee and the Village Hall's employees, volunteers, agents and invitees against:

17.1.1. The cost of repair of any damage done to any part of the premises including the curtilage thereof or the contents of the premises.

17.1.2. All claims, losses, damages and costs in respect of damage or loss of property or injury to persons arising as a result of the use of the premises(including the storage of equipment) by the Hirer

17.1.3. All claims, losses, damages and costs suffered or incurred as a result of any nuisance caused to a third party as a result of the use of the premises by the Hirer.

17.1.4. Commercial Hirers shall take out adequate insurance to insure the Hirer and members of the Hirer's organisation and invitees against the Hirer's liability under paragraph 18.1.1 and all claims arising as a result of the hire and on demand shall produce the policy and current receipt or other evidence of cover to the Bookings Clerk. Failure to produce such policy and evidence of cover will render the hiring void and enable the Booking Clerk to rehire the premises to another hirer.

17.2. The Village Hall is insured against claims arising out of its **own** negligence.

**18. Animals**

The Hirer shall ensure that no animals (including birds) except guide dogs are brought onto the premises, other than for a special event agreed to by the Village Hall Committee. No animals whatsoever are to enter the kitchen at any time.

**19. Drunk and Disorderly Behaviour and Supply of Illegal Drugs**

The Hirer shall ensure, that in order to avoid disturbing neighbours to the hall and avoid violent or criminal behaviour, care shall be taken to avoid excessive consumption of alcohol. The hirer must not be under the influence of alcohol or drugs and must remain capable of carrying out her/his responsibilities under the conditions of the Hiring Agreement. Drunk and Disorderly behaviour shall not be permitted either on the premises or in its immediate vicinity. Alcohol shall not be served to any person **suspected** of being drunk, or to any person suspected of being under the age of 18. Any person suspected of being drunk, under the influence of drugs or who is behaving in a violent or disorderly way shall be asked to leave the premises. No illegal drugs may be brought onto the premises.

**20. Compliance with The Children Act 1989 and Care of Vulnerable Adults**

The Hirer shall ensure that any activities for children under eight years of age comply with the provisions of The Children Act of 1989 and that only fit and proper persons who have passed the appropriate Criminal Records Bureau checks have access to the children (checks may also apply where children over eight and vulnerable adults are taking part in activities). The Hirer shall provide the Village Hall with a copy of their Child protection PolicyNulnerable User Policy on request. The hirer may not have exclusive use of the communal areas of the hall such as the toilets, kitchen and car park. Please ensure suitable supervision is provided in these areas for children and vulnerable adults.

**21. Fly Posting**

The Hirer shall not carry out or permit fly posting or any form of unauthorised advertisements for any event taking place at the premises, and shall indemnify and keep indemnified each member of the Village Hall's management committee accordingly against all actions, claims and proceedings arising from any breach of this condition. Failure to observe this condition may lead to prosecution by the local authority.

**22. Sale of Goods**

The Hirer shall, if selling goods on the premises, comply with Fair Trading Laws and any code of practice used in connection with such sales. In particular, the Hirer shall ensure that the total prices of all goods and services are prominently displayed, as shall be the organiser's name and address and that any discounts offered are based only on Manufacturers' Recommended Retail Prices.

**23. Cancellation**

If the Hirer cancels the event within 3 weeks of the date of the booking and the total hire charge has been paid, then this money may be forfeited, unless a substitute booking can be secured. The Village Hall reserves the right to cancel the hiring by written notice to the Hirer in the event of:

24.1. The premises being required for use as a Polling Station for a Parliamentary or Local Government election or by-election.

24.1. the Village Hall management committee reasonably consider that

a. such hiring will lead to a breach of licensing conditions, if applicable, or other legal or statutory requirements, or

b. unlawful or unsuitable activities will take place at the premises as a result of this hiring.

24.2. the premises becoming unfit (through breakdown of machinery, failure of electricity, leaking of water, fire, Government restriction or Acts of God) for the use intended by the Hirer.

24.3. an emergency, requiring use of the premises as a shelter for the victims of flooding, snowstorm, fire, explosion or those at risk of these or similar disasters.

In any such case the Hirer shall be entitled to a refund of any deposit already paid, but the Village Hall shall not be liable to the Hirer for any resulting direct or indirect loss or damages whatsoever.

**25 End of Hire**

The Hirer shall be responsible for leaving the premises and surrounding area in a clean and tidy condition, properly locked and secured unless otherwise directed and any contents temporarily removed from their usual positions properly replaced, otherwise the Village Hall shall be at liberty to make a deduction from the dirt and damage deposit. The following checks must be made:

25.1. Premises must be swept, clean and tidy.

25.2. Furniture returned to correct storage places. Furniture to be stacked as per instructions at the hall.

25.3. Cooker and heaters turned off

25.4. All electrical equipment and appliances are turned off and unplugged (except where marked)

25.5. Turn off all lights and water taps

25.6. Close all internal doors

25.7. Curtains should be left open.

**26 Stored Equipment**

The Village Hall accepts no responsibility for any stored equipment or other property brought on to or left at the premises, and all liability for loss or damage is hereby excluded. All equipment and other property (other than stored equipment) must be removed at the end of each hiring or fees will be charged for each day or part of a day at the hire fee rate per hiring until the same is removed. Such fees may be deducted from the damage deposit.

The Village Hall may, in its discretion on any of the following circumstances, namely

26.1. In respect of stored equipment, failure by the Hirer either to pay any storage charges due and payable or to remove the same within 7 days after the agreed storage period has ended, or

26.2. In respect of any property brought on to the premises for the purpose of the hiring, failure by the Hirer to remove the same within 7 days after the hiring,

dispose of any such items by sale or otherwise on such terms and conditions as it thinks fit, and charge the Hirer any costs incurred in storing and selling or otherwise disposing of the same.

**27 No Alterations**

No alterations or additions may be made to the premises nor may any fixtures be installed or placards, decorations or other articles be attached in any way to any part of the premises without the prior written approval of the Bookings Clerk. Any alteration, fixture or fittings or attachment so approved shall at the discretion of the Viilage Hall remain in the premises at the end of the hiring. It will become the property of the Village Hall unless removed by the Hirer who must make good to the satisfaction of the hall or, if any damage caused to the premises by such removal. No nails or drawing pins to be used to secure decorations.

27.1 The stage, tables and chairs belong to the Village Hall and are not to be removed from the premises. Should the Hirer wish to use the stage, permission must be obtained from the Village Hall Committee and a charge will be incurred.

**29. Rights**

The Hiring Agreement constitutes permission only to use the premises and confers no tenancy or other right of occupation on the Hirer.

The Management Committee reserves the right of entry for its authorised members to any part of the premises at any time. In the event of dispute the decision of the Management Committee shall be final.

Any complaint should be made within 48 hours of occurrence and in writing.

**Woodham Ferrers Village Hall**

Main Road, Woodham Ferrers, Essex, CM3 8RW
www.wfvh,org.uk; wfvhbookings@mail.com
07906 587414 Registered Charity No. 301441

## GENERAL INFORMATION TO HIRERS

It is the intention of Woodham Ferrers Village Hall Management Committee to comply with all health and safety legislation and to act positively where it can reasonably do so to prevent injury, ill health or any danger arising from its activities and operations.

All employees, hirers and visitors to the hall will be expected to recognise that there is a duty on them to comply with the practices set out by the committee, with all safety requirements set out in the hiring agreement and with safety notices on the premises and to accept responsibility to do everything they can to prevent injury to themselves or others.

The committee has carried out risk assessments. The following practices **must** be followed in order to minimise risks:

**Make sure that all emergency exit doors are clear and unlocked as soon as the hall is to be used and throughout the hiring**

**Do** not operate or touch any electrical equipment where there are signs of damage, exposure of components or water penetration etc.

**Do not** work on steps, ladders or at height until they are properly secured and **another person is present**

**Do not** leave portable electrical or gas appliances operating while unattended

**Do not** bring onto the property any portable electrical appliances which have not been Portable Appliance Tested

**Do not** attempt to move heavy or bulky items (e.g stacked tables or chairs) - use the trolleys provided

**Do not** stack chairs more than **five** high

**Do not** allow children into the kitchen except under close supervision (eg for supervised cookery lessons or, in the case of older children for supervised serving of food at functions). Avoid overcrowding in the kitchen and **do not** allow running

**Wear** suitable protective clothing when handling cleaning or other toxic materials

**Report** any evidence of damage or faults to equipment or the building's facilities to **the booking secretary**

**Do not** allow people under the age of 18 years to move heavy equipment such as the tables, stacked chairs and the stage etc.

**Report** every accident in the accident book and to **the booking secretary**

The Management.

**Woodham Ferrers Village Hall**

Main Road, Woodham Ferrers, Essex, CM3 8RW
www.wfvh.org.uk; wfvhbookings@mail.com
07906 587414 Registered Charity No. 301441

## HIRERS' CHECK LIST

Before you leave the hall please:

1. Please make sure that all doors to both halls have been secured. _____
2. Please turn *off* all lights (except in women's and men's toilets). _____
3. Please empty Kitchen bin and paper towel bin in toilets. _____
4. Please wipe all tables before stacking on trolleys (6 per trolley - round, 7 per side - rectangular) _____
5. Please stack all chairs properly (4 high) and put away in storage room. _____
6. Please sweep the floors and clean up any spillages, including toilet areas _____
7. Wipe kitchen counters and put away crockery. _____
8. Remove all personal property. _____

Thank you for your cooperation.

Village Hall Emergency Number- 07873 641417

# Woodham Ferrers Village Hall
# Bookings Procedure Policy Statement

## Appendix B.

Class

Cost persession

Time

Day

Hirer

Contact Details

Tel

Email

Hall Hired

| Jan | | | | | July | | |
|---|---|---|---|---|---|---|---|
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| Feb | | | | | Aug | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| Mar | | | | | Sept | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| Apr | | | | | Oct | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| May | | | | | Nov | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| June | | | | | Dec | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |