

NVH

HALL HANDBOOK

How do I **unlock** the hall & car park?

- You'll receive a **code** to the **key safe** by the front door before your booking. The key unlocks both top & bottom locks.
- A single **code** to unlock **both** car park gate locks, will be emailed to you before your booking. Use the latches to fix the gates to the wall, and re-lock the chain in place.

How do I turn the **heating** on and off?

- Upon entering the foyer, the thermostat is located on the wall to your left.
- Turn the dial to **20** to initiate the heating.
- To turn off, turn the dial to **0**.
- Please do not adjust the boiler or the radiator thermostats.

Where are the **chairs** & **tables**?

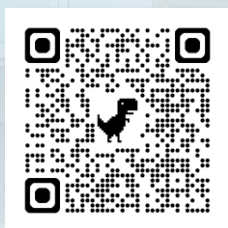
- All **chairs** are stacked to the left of the hall.
- Before leaving, please stack all chairs as per the posters on the wall.
- **Spare blue chairs** are on the **stage**. They must be stacked away after use as per the posters.
- All **tables** are stored on the **stage** behind the curtain. They must be cleaned and put away before you leave.

Using the **Main Hall**.

- Do not use any **confetti** or **string poppers**.
- Only use **Blu Tack** to fix decorations & remove after use.
- Before leaving, please restore the floor to the condition it was in when you arrived. Brooms, a vacuum cleaner & mops are in the **cloakroom** off the entrance foyer.

Where are the **toilets**?

- Toilets are located off the **entrance foyer**.
- A **nappy changing table** is situated in the **ladies** toilet.
- All nappies & personal waste must be **taken home with you**.
- We are fundraising for a new disabled toilet. If you're able to donate, contact us by scanning the QR code:



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Using the **stage**

- **No children** are allowed on the stage.
- Please use the steps and handrail to enter & exit the stage.
- Take care of the **curtains** by pulling them gently to one side.

How do I turn on the **stage lights**?

- Up the stairs to the stage, you will find labelled switches on the wall to the right.
- Switch on '**Stairs Light**' first, then '**Stage Lights**' are down some tiny steps.

How do I connect to the free **WiFi**?

- Search available networks and connect to '**NVH**'
- Enter the password: **WelcomeHall26@**

How do I connect to the **music cube**?

- The music cube is stored in the Bar area
- By Bluetooth: Pair device '**A21**'.
- By cable: Stored in the box.

Do you have **Kitchen** facilities?

- The kitchen has a large **range cooker** & lots of surfaces.
- A fridge is available in the bar area.
- There are **2 kettles** & an **urn**. All must be emptied after use.
- The **hot water heater** can be used for washing up. Switch off after use.
- Please wipe down all surfaces & clean used appliances.
- You are welcome to use all **crockery**. Please wash, dry & put away after use.

Is there **Parking**?

- Yes, for up to **40** cars.
- The car park is used at your own risk. Please park within the lines, in a considerate manner.
- If you are using the hall **after 5pm** or at **weekends**, you can unlock both **side gates** via **a code received by email prior to your booking**. Use the latches to fix the gates to the wall, and re-lock the chain in place.
- Ensure they are locked if you leave after **5pm** on weekdays & at **all times** on **weekends**.



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What should I do with my **Rubbish**?

- Please take all waste away **with you**. The bin in the car park is for park use only.
- Black sacks are located in the kitchen.

Fire Safety

- The hall is fitted with fire alarms, heat detectors, carbon monoxide alarm & emergency exit lighting.
- **Smoking and vaping** are not permitted in the building & around the doors.
- The alarm system is checked regularly.
- If the alarm sounds, leave the building by **your nearest exit** & head for the **front car park**. Call 999 & check everyone is out of the building.
- All areas have fire extinguishers which are inspected annually.
- Alarm can be switched off at the controller on the entrance board. Please notify us by email if the alarm is activated.

What if someone has an **accident**?

- A **first aid box** is in the **kitchen**.
- Please email us to report any accidents and/or if anything is used from the box.
- A **defibrillator** is located outside the entrance, you can gain access by calling 999

What should I check when leaving the hall?

- **Heating** is off (Thermostat at Zero).
- **Chairs & tables** wiped & returned to side of hall / stage as per posters.
- **Appliances**: Kettles/Urn/Oven/Water Heaters are empty & off.
- **Floors** have been swept, vacuumed (& mopped if there have been spills).
- All **rubbish** has been removed.
- All **fire exits** shut & **Bar door** locked.
- All **lights** are off.
 - Stage/Cupboard/Bar/Kitchen/Bathrooms/Entrance.
- Both **side gates** are locked & codes are scrambled (After 5pm weekdays, at weekends & holidays).
- **Front door** locked (**top & bottom**).
 - key returned to lock safe.



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What will happen **if I don't follow this guide?**

Unfortunately, we have limited resources to carry out repairs or cleaning caused by users. If the hall is not restored after your hire, we will pass on costs in a fair way. You will be informed & either:

- Invoiced (Regular Hirer) or,
- The money will be deducted from your deposit.

Lost Keys	£50
Heating Left on	£20 (under 24 hours) £50 (Over 24 hours)
Lights Left on	£10 (under 24 hours) £20 (Over 24 hours)
Any area left unclean. Tables & Chairs not stacked away	£50
Rubbish Left	£50
Side Gates or front door not locked, or windows or fire doors left open	£50
Damage to property	£ determined by replacement price

We hope this guide helps & that none of the above charges need to be issued.

How can I leave a **review** and send **feedback**?

- Leave us a **Google Review**, or
- Give us a mention on **Facebook**.

