

Sissinghurst Village Hall – Hire FAQ

1. How do I book the hall?

Complete the online booking form and agree to the charges and conditions. Bookings are confirmed once the form and any required deposit are received. Hirers must be at least 18 years old.

2. Can I cancel my booking?

- **With 4+ weeks' notice:** Full refund of any pre-paid amounts.
- **Less than 4 weeks' notice:** Refunds are at the discretion of the Trustees if the slot cannot be rebooked.
- Trustees may cancel bookings for elections, legal concerns, or if the hall becomes unusable. In such cases, you'll be refunded any payments made.

3. Is a damage deposit required?

Yes, especially for large events or those involving alcohol. The Hall Bookings Manager will inform you of the amount.

4. What are my responsibilities as a hirer?

You must:

- Follow health and safety regulations.
- Supervise the event and attendees.
- Cover any damage or loss.
- Ensure insurance coverage for your event.

5. What is the hall's capacity and size?

The hall includes two spaces available for hire:

Main Hall

Size: 13.3m x 7.6m

Capacity: 200 standing; 100 seated at tables; 50 for exercise/sports classes

Meeting Room

Size: 4.4m x 4.7m

Capacity: 40 standing; 20 seated

Please ensure your planned activities fit within these limits and comply with safety regulations.

6. Is there a First Aid kit?

Yes, located in the kitchen. Please record any incidents in the Accident Book.

7. Is smoking allowed?

No. Smoking and vaping are prohibited in the hall, car park, and surrounding areas.

8. Can I bring my own electrical equipment?

Yes, but it must be PAT-tested and safe. The hall is not liable for any damage to your equipment.

9. Are discos or live bands allowed?

Yes, with prior approval. Music must end by 11pm unless otherwise agreed. No public advertising is permitted.

10. Can I serve or sell food?

Yes, but you must follow food hygiene regulations. Children must be supervised in the kitchen. All food must be removed after the event.

11. What are the rules regarding children and safeguarding?

Activities involving children must comply with the Children Act 1989. Only suitable adults should supervise children. The hall has a safeguarding policy in place.

12. Can I sell goods at my event?

Yes, but you must comply with Fair Trading Laws and relevant codes of practice.

13. What are the rules about alcohol?

Alcohol is allowed with permission. You must:

- Prevent underage drinking.
- Remove unruly individuals.
- Follow licensing laws.
- Avoid nuisance or damage.
- Stop serving alcohol by 11pm unless agreed otherwise.
- **Alcohol must not be sold** unless you have the appropriate licence and prior approval from the Hall Bookings Manager.

14. What facilities are included?

- Heating and lighting are included in the hire charge.
- The hall provides 7 large trestle tables and 56 chairs, which must be cleaned and returned to their designated storage area after use.
- Kitchen access must be requested at the time of booking. The kitchen includes a kettle, fridge, basic cutlery and crockery.

Please ensure all equipment is used responsibly, returned to its proper place, and any faults or breakages are reported to the Hall Bookings Manager.

15. Who pays for damage or breakages?

You are responsible for all damage, including accidental. The Trustees may retain your deposit or charge additional fees.

16. What are the cleaning requirements?

You must clean up after your event, including the kitchen if used. Consider booking extra time the next morning for cleaning. All rubbish must be removed, and noise kept to a minimum during arrival and departure.

17. Is personal property covered?

No. The hall is not responsible for any personal items or vehicles. All must be removed after the event.

18. Can I bring animals?

Only guide dogs are allowed unless agreed in advance. No animals are permitted in the kitchen.

19. What if I lose the hall key?

You'll be charged £50 for a replacement. If the key isn't returned and someone is called out to open the hall, a £25 call-out fee applies.

20. Can I use the Jubilee Playing Field?

Yes, hirers may use the field but must inform the Hall Bookings Manager in advance. Hirers must not block the public footpath or prevent access to playground equipment.

21. Can I use a bouncy castle?

Yes, bouncy castles are permitted both inside and outside the hall. You must:

- Inform the Hall Bookings Manager in advance.
- Share the name of your supplier as soon as known.
- Confirm that the supplier holds appropriate industry-approved safety certification and insurance cover.
- Size limits apply: Outside: Maximum size of 18ft x 18ft; Inside: Maximum size of 15ft x 15ft

22. Can I use candles or naked flames?

No naked flames are permitted without the express permission of the Bookings Manager.

- Candles on birthday cakes may be allowed with prior approval.
- Fountain-style or firework-style candles are strictly prohibited.
- Open flames of any kind must be risk-assessed and approved in advance.