

Frequently asked questions

Q. When are your opening hours?

A. As there is no paid staff, the Hall is not manned all day. Contact is by email. Hiring is available normally between 9am and 9pm last lock up

Q. How many people can you fit in the Main Hall?

A. The main hall holds 80 people standing, but if all your guests are seated at tables, it is nearer 50, as recommended by health and safety guidelines.

Q. I just need a meeting room; do you have any smaller rooms?

A. Yes, we have a Committee Room downstairs and the Green Room upstairs. They seat up to 12 around the boardroom table. White boards are installed. You can bring an A3 pad stand and a projector with you and there is a shared kitchen with kettles and lots of mugs if the Main Hall is not in use. In that case we may provide water jugs & glasses in the first floor refreshment station.

Q. What is included in the hire?

A. For the Main Hall and Committee Room, you have access to plenty of tables and chairs. The kitchen is for use by both halls. It is quite a large kitchen, and has plenty of mugs and kettles. There is a microwave, fridge and cooker with oven to use. There is a hatch which opens to the Main Hall, if required. There is a stage, if required. It must not be moved. There is free parking on site and disabled toilet facilities. Your hire is only for that room. All other areas are shared

Q. Where are the chairs and tables kept?

A. There are large store cupboards in the main hall.

Q. Do you have any green space outside?

A. The grass around the Hall is public land and you are able to use it. It is a public thoroughfare beside the road and is not closed off.

Q. When do I have to pay for my hire? What methods of payment do you accept?

A. The refundable deposit is required when placing the booking and the rest is paid no later than 2 weeks before your hire date. You are welcome to pay the whole balance on booking if you prefer to get it out the way. We accept bank transfers, cheque or cash.

Q. Do you have a bar?

A. No we don't.

Q. Can I bring my own alcohol?

A. The Association does not hold a premises licence. You must ask our permission to use your trusted company to run a paid bar on your behalf. They then have to apply to the Council for a temporary licence.

The Booking Form includes a question regarding alcohol. There is usually no objection if you are supplying your guests free

Q. Do I have to clean up after my hire?

A. Yes you do. The rooms you hire must be left swept and tidy. There are brooms and mops in the cupboard and you must take your rubbish away. The Council does not collect from our Hall. Similarly please make sure there is no rubbish or glasses left out at the front of the building. If the Association finds it must employ cleaners to clear up after your hire, you will be charged. Furniture must be cleaned and put away

Q. Do I need any keys to get in? Who locks up?

A. Our volunteer will come and unlock the entrance at the start of your hire time, and will let you in, show you around and explain safety. A volunteer will also check the building with you afterwards and lock up.

Q. Can I have a bouncy castle?

A. A 9ft children's bouncy castle will fit in the main hall and many of our hirers have them. All hirers must find a reputable company which has insurance and the castle should never be left unattended. Any such activity is your responsibility.

Q. Can I have a smoke machine?

A. Unfortunately not. Smoke machines cause a lot of disruption and we therefore say no. The same applies to candles, barbeques and any flame production.

Q. Will there be any volunteers on hand?

A. No, but you will be given an emergency number. If you do need help – do not hesitate to contact. As there is no on-site staff, you are responsible for your First Aid. There is a kit on the Reception desk

If the answer to your question is not here, please contact us at

Booking@Brookvale.org.uk