



# USER GUIDE

[bookings@beechvillage.org.uk](mailto:bookings@beechvillage.org.uk)

## ABSTRACT

Set in beautiful countryside but easily accessible from the major towns of Hampshire and Surrey, Beech Village Hall is a large and flexible space ideal for hosting a variety of events including; wedding receptions, meetings, parties, classes and fairs. This guide will step you through how to use the facilities to make your event a great success!

## How to get more information or contact us

1. For more information on the village hall including [Frequently Asked Questions](#): <https://www.beechvillage.org.uk/village-hall/>
2. To check for availability or to review your booking details please follow this link, (the + symbol indicates availability on that date): <https://v2.hallmaster.co.uk/Scheduler/View/9783>
3. If you need more help:
  - Check our [Frequently Asked Questions](#) on our web page
  - Email us at: [bookings@beechvillage.org.uk](mailto:bookings@beechvillage.org.uk), or phone us on: 07501 187496



## Plan for success!

<b>Changes to your booking</b>	Please email us at: <a href="mailto:bookings@beechvillage.org.uk">bookings@beechvillage.org.uk</a>
<b>Access</b>	Access is provided by key which is in a number-controlled key safe on the left hand side of the front door (adjacent to the post box). We will provide the code in advance of your event. We normally like to meet and greet new users!
<b>Sound &amp; lighting</b>	If you have booked the Sound & Light system and/or the PA system let us know: <ul style="list-style-type: none"> <li>○ Planned arrival time so we can arrange to meet you and set up the system</li> <li>○ Preferred connection method to the sound system: <ul style="list-style-type: none"> <li>○ Bluetooth</li> <li>○ 3.5mm headphone jack</li> </ul> </li> </ul>
<b>PA system</b>	If you have booked the PA system please let us know if you prefer: <ul style="list-style-type: none"> <li>○ Hand-held or Clip on Microphone</li> </ul>
<b>Projector</b>	If you have booked the projector and screen please let us know if you need: <ul style="list-style-type: none"> <li>● VGA or HDMI</li> <li>● 3.5mm headphone jack</li> </ul>
<b>Digital Signage</b>	<p>If you have booked the digital signage system, the large TV screen in the main corridor and the smaller monitor in the lounge bar area are available for you to show your own material during your party or event. For example, you might want to show a static welcome page, a table plan or a scrolling selection of family photographs. You will need to provide us with:</p> <ol style="list-style-type: none"> <li>1. A ppt, mov, or pdf file containing the material you wish to show, at least 7 days in advance of the hire date.</li> <li>2. By default, we will schedule your material so that it appears on the screen during the hours you have booked the Hall. If you only want it to show for a specific period of time, let us know.</li> <li>3. If you provide a multi-page PDF or PPT file, each page will appear for 5 seconds by default. This can be adjusted if you wish.</li> <li>4. Please limit the file size to no more than 100Mb <ol style="list-style-type: none"> <li>a. For files larger than 20/25Mb you will need to use a file transfer service like wetransfer or file sharing service like Google Drive to transfer the file to us at <a href="mailto:bookings@beechvillage.org.uk">bookings@beechvillage.org.uk</a>.</li> </ol> </li> </ol> <p><i>Important notes:</i></p> <ol style="list-style-type: none"> <li>a. The screens are managed remotely and you will not be able to make any changes onsite.</li> <li>b. There is no provision for sound on this system.</li> <li>c. It is your responsibility to ensure that you have the appropriate approvals to use the material you send us. This may include copyright or a licence for images, and permission from people appearing in the pictures (or, where applicable, their parents or guardians).</li> <li>d. To deliver this service, we will upload the file you provide onto the platform of our service provider, Yodeck. We will delete all your materials from the platform shortly after your event.</li> </ol>

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**Hall decoration material** We are happy for you to decorate the Main Hall. Please only affix decorations to the wooden beams. You can use Sellotape, Blu Tack or pins to do this. Please do not affix decorations to the painted walls.

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**Cleaning and rubbish disposal** The hirer is responsible for ensuring the facility is clean and tidy after the event. We provide:

- Toilet rolls
- Bin liners
- Kitchen detergent
- Hand cleaner

**All rubbish must be taken off-site.**

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## Questions:

Please check our [Frequently Asked Questions](#) page

## Prepare for the worst!

<b>Understand your responsibilities</b>	As the hirer of the hall, you have multiple responsibilities and obligations as documented in our terms and conditions.
<b>You are responsible for the behaviour and health and safety of your guests.</b>	
<b>List of attendees</b>	Make sure you have a list of invitees and their contact details so that you can check off who attends. This could be required if you must evacuate the hall or if you have an infectious disease incident.
<b>Assess potential risks</b>	You must make your own assessment of the potential risks (things that could go wrong) and have a plan to manage them.
<b>Plan for major problems</b>	In the unlikely event of something going wrong, it will be easier to manage if you have a plan and have delegated some of the work to your team! <ul style="list-style-type: none"> <li><input type="checkbox"/> Fire (see below)</li> <li><input type="checkbox"/> Accident</li> <li><input type="checkbox"/> Power outage</li> <li><input type="checkbox"/> Complaints about excessive noise</li> <li><input type="checkbox"/> Disruptive behaviour</li> <li><input type="checkbox"/> Gate crashers</li> <li><input type="checkbox"/> Infectious disease incident</li> </ul>
<b>Appoint and brief your 'Fire Marshalls'</b>	In the event of a Fire you must have a plan to evacuate the building. You must: <ol style="list-style-type: none"> <li>1. Appoint at least <b>1</b> Fire Marshall per <b>50</b> guests to OWN the plan.</li> <li>2. Brief them on the plan 'In the event of a Fire' (see next page)</li> </ol>
<b>Look after Vulnerable people</b>	Hirers have a duty to safeguard vulnerable users of the Hall and its premises, and those who may come into contact with vulnerable users. <ol style="list-style-type: none"> <li>1. Ensure you have appropriate clearances and child and/or vulnerable user protection policy.</li> <li>2. Ensure children and vulnerable adults are supervised at all times.</li> <li>3. Know who to contact for help with a Safeguarding concern</li> </ol>
<b>Ensure Food Safety</b>	<ul style="list-style-type: none"> <li>• If you or your caterer are preparing, serving, or selling food, you must observe all relevant food health and hygiene legislation and regulations. Some guidance is on display in the kitchen.</li> <li>• Consider having someone qualified in Level 2 Certificate in Food Safety and Hygiene to provide advice and expertise during the preparation and serving of food.</li> </ul>
<b>Bouncy Castles</b>	Bouncy Castles are great fun but as with any physical activity there are risks and hence, they do require appropriate supervision and control. You should: <ul style="list-style-type: none"> <li>• Ensure adult supervision at all times.</li> <li>• Not allow them to be used by children under 2 years of age, or by adults.</li> <li>• Segregate by size and age group for example 2 to 5 year olds, 6 to 12 and over 12.</li> <li>• Ensure the supplier has appropriate insurance and review your own insurance</li> </ul>

## In the event of a fire

What to do when a fire is detected? 1. Take charge!  
2. Trigger the Fire Alarm.  
3. Get everyone out of the building.  
4. Check everyone is out.  
5. Evaluate using the Fire Extinguishers.  
6. Call the Fire Brigade.

How to trigger the Fire Alarm? Use the Fire Alarm points in the Entrance or Main Hall as marked on the drawing below.

Where are the Fire Extinguishers? The Fire Extinguishers are marked on the drawing below.

Type Extinguisher	CLASS A	CLASS B	CLASS C	CLASS D	Electrical	CLASS F	Comments
	Combustible materials (e.g. paper & wood)	Flammable liquids (e.g. paint & petrol)	Flammable gases (e.g. butane and methane)	Flammable metals (e.g. lithium & potassium)	Electrical equipment (e.g. computers & generators)	Deep fat fryers (e.g. chip pans)	
Water	✓	✗	✗	✗	✗	✗	Do not use on liquid or electric fires
Foam	✓	✓	✗	✗	✗	✗	Not suited to domestic use
Dry Powder	✓	✓	✓	✓	✓	✗	Can be used safely up to 1000 volts
CO2	✗	✓	✗	✗	✓	✗	Safe on both high and low voltage

How to use the Fire Extinguishers? 1. Identify a clear escape route. If you cannot put out the fire, you'll need a safe exit.  
2. Stand back between 6 and 8 feet. Face the fire and keep your back to exit.  
3. Discharge extinguisher:

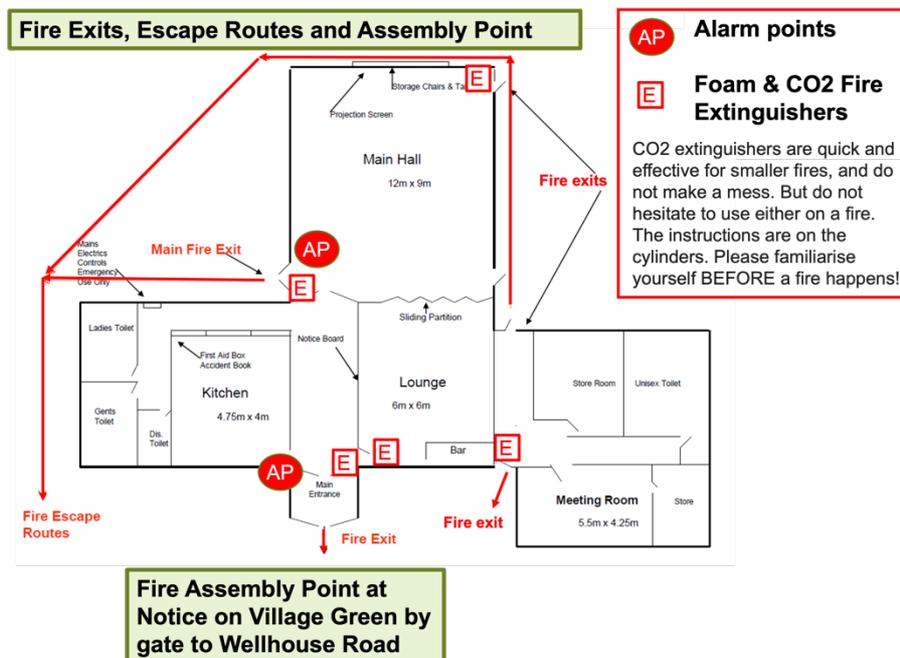
- **P: Pull** the pin on the fire extinguisher.
- **A: Aim** the extinguisher nozzle toward the base of the fire.
- **S: Squeeze** the handle or lever to discharge the extinguisher.
- **S: Sweep** the nozzle back and forth, aiming at the base of the fire.

How to evacuate from the building? The Fire Exits are marked on the drawing below

Where to assemble? The Fire Assembly Point is on the village green by the children's play area.

How to check everyone is out of the building? 1. Check each of the 3 toilets.  
2. Check the kitchen.  
3. Check the annexe meeting room and toilet (if being used).

How to call the Fire Brigade? **Call 999**





## When you arrive

<b>Parking</b>	<ul style="list-style-type: none"> <li>• Parking is available in the car park outside the Main Hall. Please do not park on the grass. Please note disabled parking spaces.</li> </ul>
<b>Access</b>	<ul style="list-style-type: none"> <li>• MUL-T-LOCK key (Outer Main Door) and silver MORTICE key (Outer and Inner Main Doors) should be in your possession. Please keep both doors <b>CLOSED</b> whilst the hall is in use to conserve energy and minimize noise for residents. These doors must <b>NOT</b> be wedged open as they are also fire doors.</li> </ul>
<b>Lighting</b>	<ul style="list-style-type: none"> <li>• Corridor and toilet lighting operate automatically.</li> <li>• Light switches for the Main Hall are to the right of the Main Hall entrance doors.</li> <li>• Light switch for the 'fairy lights' in the hall are on a blipper on the windowsill</li> <li>• Light switches for the Lounge (if hired) are to the left of the Lounge entrance doors in the hallway and next to the bar area.</li> </ul>
<b>Important emergency information</b>	<p style="text-align: center;"><b>Review the Emergency procedures in the Hall:</b></p> <p style="text-align: center;"><b>Fire</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> The action to be taken in event of fire</li> <li><input type="checkbox"/> The location and use of fire equipment</li> <li><input type="checkbox"/> Escape routes and the need to keep them clear.</li> <li><input type="checkbox"/> That all fire exits are unlocked and you know how to open them,</li> <li><input type="checkbox"/> The importance of closing fire doors in the event of a fire and that any fire doors are not wedged open.</li> <li><input type="checkbox"/> That exit signs are clear.</li> <li><input type="checkbox"/> Any potential fire hazards on the premises are supervised.</li> </ul> <p style="text-align: center;"><b>Injury or medical emergency</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> The location of the first aid box</li> <li><input type="checkbox"/> The location of the defibrillator</li> </ul>
<b>Heating</b>	<ul style="list-style-type: none"> <li>• The thermostat in the Entrance Hall controls the heating system, which operates between 9:00am and 11:00pm. The thermostat temperature will normally be set at 14c, but may be raised if required. The heating levels in the Main Hall and Lounge are controlled by the individual radiator thermostats.</li> </ul>
<b>Decorating the hall</b>	<ul style="list-style-type: none"> <li>• We are happy for you to decorate the Main Hall. Please only affix decorations to the wooden beams. You can use Sellotape, Blu Tack or pins to do this.</li> <li>• Please do not affix decorations to the painted walls.</li> </ul> <p style="text-align: center;"><b>Use of ladders</b></p> <ul style="list-style-type: none"> <li>• Every week there are on average 100 people injured and one death in ladder accidents.</li> <li>• We provide a step ladder in the cleaning cupboard, but you must review the safety instructions before using it.</li> </ul>
<b>Kitchen</b>	<p style="text-align: center;"><b>Do not allow Children in the kitchen</b></p> <ul style="list-style-type: none"> <li>• Instructions for equipment are on the walls in prominent locations.</li> <li>• The serving hatch can be removed and stored behind the kitchen door. You will need two people to do this.</li> </ul>

- In the event of a fire alarm, the serving hatch roller will be lowered automatically.
- If boiling water is required for beverages, turn on the power switch to the right of the hot water dispenser. It takes about 10 minutes to be ready and is self-filling.
- If the dishwasher is required, the power switch is on the wall under the gas boiler. The machine needs to be filled with water and heated; it will take about 45 minutes before it is ready for use. Use one tray at a time and close the door firmly to operate. (the dishwasher user instructions are in an appendix to this document and on the wall)

**Sound system for the main hall**      The appropriate connection cables will be on the right-hand side at the front of the hall alongside the switches for the sound and haze systems.  
The Bluetooth device name is Adastra

**Tables and chairs**      Chairs are stacked in the Main Hall and tables are in the right hand (unlocked) cupboard at the far end of the hall.

## During your event

- Sound**
- The Main hall has a digital indication of decibel levels and a Sound Pollution Control Unit, which may cut off power if an 95dB sound level is exceeded.
    - The system will normally display a green light
    - Amber lights noise levels are approaching maximum and should be moderated.
    - Red lights indicate excessive noise which must be reduced. If the noise continues, power to the sound system and ring main will be cut for 15 minutes.
  - The playing of music (recorded or live) must cease no later than 22:30 hours

**Smoking**      Smoking is not permitted within the Village Hall. There is a smoking area to the right of the main entrance.

- Accidents**
- In the event of an accident or injury:**
- Check our instructions and contacts for accidents on the noticeboard in the Hallway and each room.
  - Complete an accident report in our online reporting system:  
[www.beechvillage.org.uk/problem-reporting/](http://www.beechvillage.org.uk/problem-reporting/)

**Breakages & faults**      If you encounter any faults or breakages, please complete a problem report in our online reporting system: [www.beechvillage.org.uk/problem-reporting/](http://www.beechvillage.org.uk/problem-reporting/)

**Emergencies**      In the event of an emergency, please take immediate action as per the 'Emergency information' on our noticeboard in the Main Hallway.

- Use of the village green**      Hirers are welcome to use the village green and play equipment on a non-exclusive basis. Please note:
- All children must be supervised by an adult at all times
  - Noise and disturbance must be kept to a minimum
  - Consumption of alcoholic drinks must be confined to the Hall and patio unless prior permission has been given by the Bookings Manager
  - The hirer understands that members of the public will continue to walk across the Village Green and use the play equipment
  - No unauthorised **outdoor music**, lighting of **fireworks** or flying of **drones** are permitted on the Beech Village Hall green.

**FROM 22:30pm**      • All doors and windows **MUST** be kept shut (except for entry and exit)

- Playing of live or recorded music MUST stop
- No alcohol sales or consumption of alcohol outside the premises.

**Breach of any of the conditions could result in the loss, in part or in full, of any SECURITY DEPOSIT paid.**

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## Before you leave

<b>Cleaning</b>	<ul style="list-style-type: none"> <li>○ Clean up all spillages, remove all litter and sweep the floors (brooms and cleaning materials are in the cupboards nearest the toilets)</li> </ul>
<b>Tables &amp; chairs</b>	<ul style="list-style-type: none"> <li>○ Stack the chairs in the Main Hall without blocking the fire exits.</li> <li>○ Maximum stack height of <b>8</b> chairs <ul style="list-style-type: none"> <li>○ 6 stacks in far left corner</li> <li>○ 2 stacks in near right corner</li> </ul> </li> <li>○ Return (cleaned) tables to cupboard</li> </ul>
<b>Windows</b>	<ul style="list-style-type: none"> <li>○ Check all windows are closed.</li> </ul>
<b>Kitchen</b>	<ul style="list-style-type: none"> <li>○ Leave the kitchen as you found it (work surfaces/sink clean)</li> <li>○ If crockery/cutlery has been hired, ensure that all items are washed, dried and returned to their original locations</li> <li>○ Empty the dishwasher and turn it off at the wall (follow instructions)</li> <li>○ Turn off the hot water heater, all appliances (except fridges and freezers) and lights</li> <li>○ Check that the taps are all turned off.</li> <li>○ Clean the floor</li> <li>○ Put the kitchen hatch back in place and close the door as you leave.</li> </ul>
<b>Rubbish</b>	<ul style="list-style-type: none"> <li>○ <b>All rubbish must be taken off-site</b> (the wheelie bins are only used for village events)</li> </ul>
<b>Lounge/Bar Area</b>	<ul style="list-style-type: none"> <li>○ If hired, check area is clean and tidy</li> </ul>
<b>Toilets</b>	<ul style="list-style-type: none"> <li>○ Check that all toilets are clean and that there are no running taps</li> </ul>
<b>Outside seating area</b>	<ul style="list-style-type: none"> <li>○ Check that all rubbish and cigarette butts have been collected</li> </ul>
<b>A charge may be levied if these requirements are not met.</b>	

## As you leave

<b>Heating</b>	<ul style="list-style-type: none"> <li>○ Ensure that <b>thermostat</b> in Entrance Hall is <b>set back at 14c</b>.</li> </ul>
<b>Lighting</b>	<ul style="list-style-type: none"> <li>○ <b>Switch off Main Hall / Lounge / Kitchen lights</b> (where applicable).</li> <li>○ Turn off the <b>fairy lights</b> in the Main Hall</li> <li>○ Corridor and toilet lights will remain on for a while, but will automatically switch off automatically.</li> </ul>
<b>Security</b>	<ul style="list-style-type: none"> <li>○ <b>Lock inner and outer main doors on exit</b>. External lighting will operate automatically and car park lights are on timed to go off shortly before midnight.</li> </ul>
<b>Rubbish</b>	<ul style="list-style-type: none"> <li>○ <b>Please take your rubbish with you</b></li> </ul>
<b>Noise</b>	<ul style="list-style-type: none"> <li>○ <b>Please leave quietly!</b></li> </ul>



## After your event

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<b>Keys</b>	Return the keys as instructed by the Bookings Manager
<b>Report any problems to us</b>	<p>Please use our online reporting system to let us know of any problems, incidents or feedback on what went well and how we can improve:</p> <ul style="list-style-type: none"><li>○ <a href="https://www.beechvillage.org.uk/problem-reporting/">https://www.beechvillage.org.uk/problem-reporting/</a></li><li>○ Or email <a href="mailto:bookings@beechvillage.org.uk">bookings@beechvillage.org.uk</a></li></ul>
<b>Security Deposit</b>	<p>If you paid a Security Deposit, please send us an email at <a href="mailto:bookings@beechvillage.org.uk">bookings@beechvillage.org.uk</a> with your bank details so we can arrange a refund:</p> <ul style="list-style-type: none"><li>• Account name</li><li>• Account number</li><li>• Sort code</li></ul>
<b>Leave a review</b>	<p>We would appreciate it if you could leave a review for us on Google. Please follow this link: <a href="https://g.page/r/CcXky6uYtwLoEB0/review">https://g.page/r/CcXky6uYtwLoEB0/review</a></p>

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Scan to complete  
online report

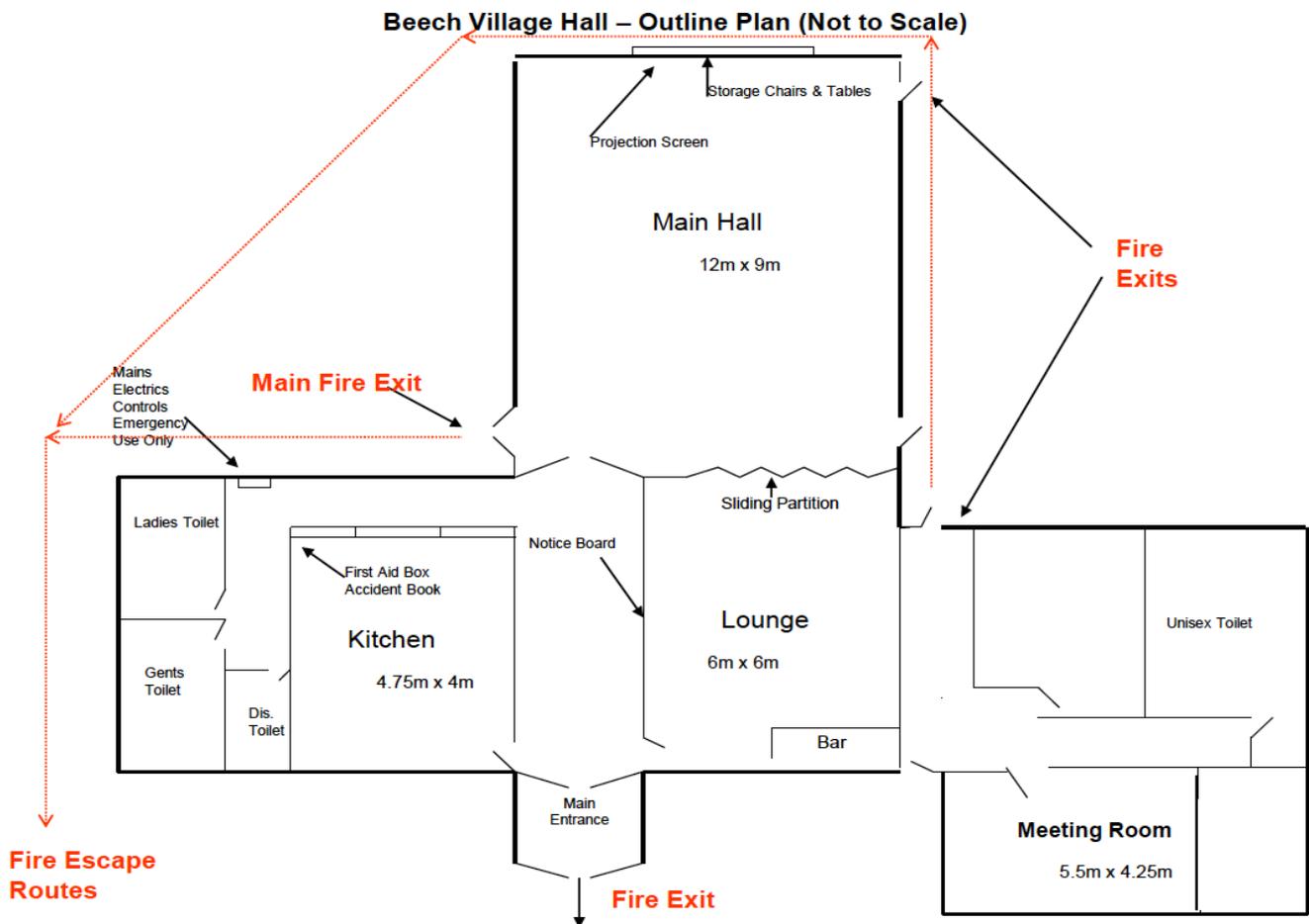


## Beech Village Hall

Beech Village Hall is a sought-after venue for the surrounding area. It is popular for wedding parties and other family celebrations, and plays host to a wide range of clubs, classes, recitals, talks and indoor fairs, as well as regular village social events. [Check Hall availability](#)

The Hall can seat up to 120 guests and the locally made oak entrance porch now features in many wedding photograph albums. Regular clubs and classes include Pilates, Body Moves, Yoga, Dance, Bridge, Baby Sensory and Art Classes. Social events include quiz nights, seasonal parties and a monthly Village Social with drinks and a home-cooked meal.

## Floor plan



1. The Main entrance is wheelchair 'friendly'
2. The Annexe Meeting Room has no wheelchair access or kitchen facility
3. The toilet labelled as 'Dis.Toilet' has wheelchair access and baby changing facilities but the door opens outwards
4. The store rooms are not available for hire
5. WiFi with high-speed Internet access

## Leaving checklist:

### Hall

- Tables in cupboard.
- Chairs stacked (maximum 8 high).
- Floors swept clean.
- Windows closed.
- Lights turned off.

### Lounge/Bar

- Chairs stacked.
- Floors swept clean.
- Lights turned off.

### Toilets

- Toilets cleaned and taps off.
- Bins emptied.

### Kitchen

- Dishwasher is emptied and drained.
- Taps turned off.
- Water heater heater turned off.
- Heated trolley turned off.
- Oven turned off.
- Lights turned off.

### Exit

- Heating thermostat set back to 14C.
- All windows closed.
- All rubbish taken off site.

(Corridor and toilet lights are automatic)

**Thank you & have a safe journey home!**

## Dishwasher instructions

THIS COMMERCIAL MACHINE DOES NOT WORK LIKE YOUR DISHWASHER AT HOME

NB Allow 30 to 40mins for the water to heat up

NB Rinse mess off plates before loading

**FIRST OF ALL : Power ON at Wall switch**

**THEN**

Press ON button

After about **40 min**:

Water hot > Green Light on

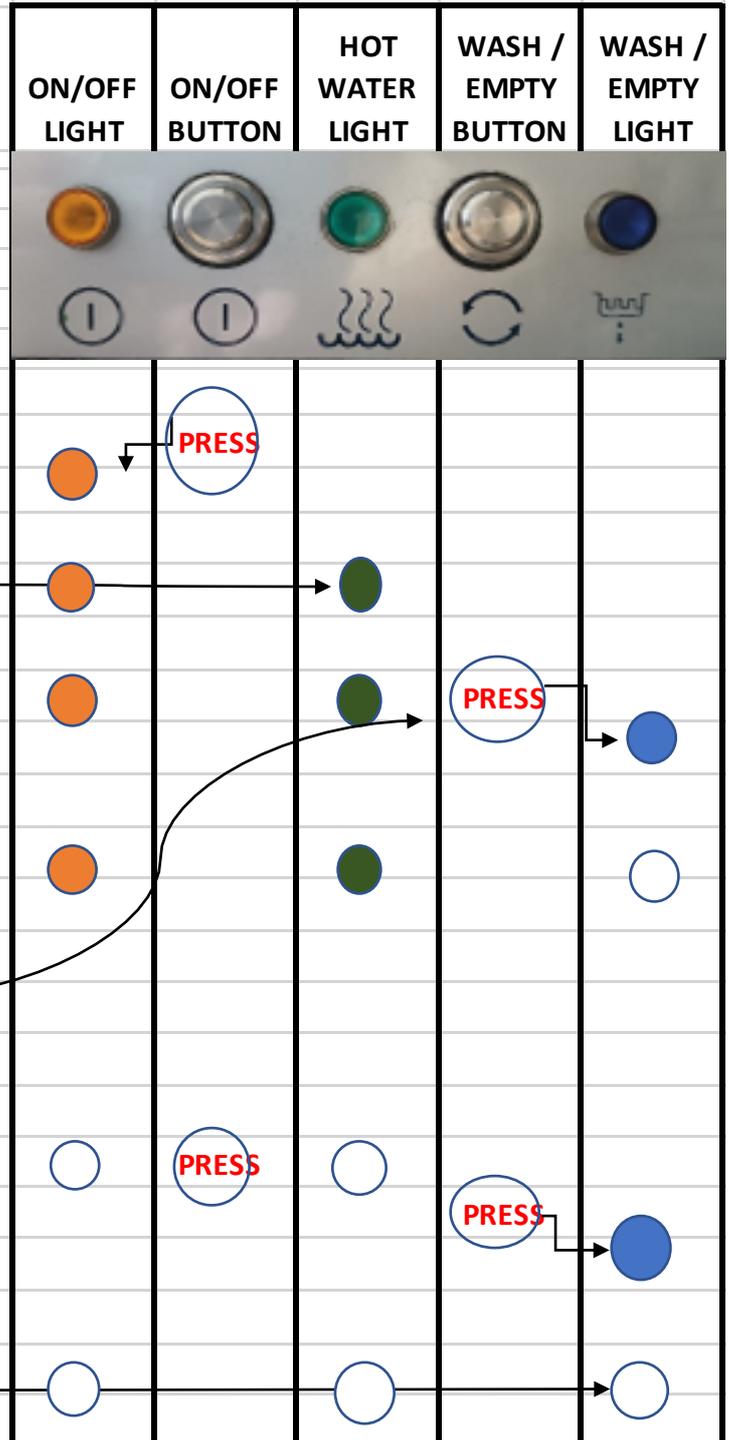
Rinse plates etc, load trays  
Press Wash Button

Remove washed items when  
Blue Light out and noise stops

Repeat as needed . . .

To empty water from machine  
Press On/Off button  
Press Wash/Empty Button  
( Blue light comes on )

When water has drained . . .  
Blue light goes off, noise stops!



**FINALLY: Turn wall switch OFF before leaving**

**PLEASE CHECK GREY FILTER PLATES IN BOTTOM ARE CLEAN FOR NEXT USER**