

Frequently Asked Questions

Q1. Is the £200 'Damage Deposit' cheque cashed?

- A. No, the cheque will not be cashed but will be kept 'on file' when it will be returned to the organiser within 7 days of the end of the hire event subject to everything being left clean and in good order - see section 19 in the 'Conditions and Regulations' leaflet.

Q2. Can I hire the Undercroft?

- A. I'm afraid not as this is a designated space for Winchester YMCA youth work (or work in partnership with Winchester YMCA) only.

Q3. Do I have to use your listed caterers?

- A. The list of caterers we provide have some working knowledge of the building and its kitchen facilities and can offer a very competitively priced service but you are NOT obliged to use any of them. You can bring in your own caterers or even offer self-catering facilities yourself but you MUST advise the management of your intentions and MUST be prepared to give management details of the caterers you will be using in advance of the 'let' - see section 14 of the 'Conditions and Regulations' leaflet.

Q4. Can I do my own catering for the event?

- A. Yes indeed, this is not a problem providing that you hire the kitchen facilities throughout the 'let' period i.e. you cannot hire the Assembly Room for 6 hours, the De Winton Room for 4 hours and the kitchen for 2 hours. If you want to self-cater, then you must hire the kitchen for the same period of time as the room you hire the longest - in this case, the Assembly Room.

Q5. Do I have to pay for set up and clear down time?

- A. Yes you do as this is part of the hire conditions so you will need to allow time for this especially the clear down time as you will be charged for any extra hours (or part thereof) spent in the building beyond the agreed finish time and this will be deducted from the Damage Deposit cheque - see section 11 of the 'Conditions and Regulations' leaflet.

Q6. Can I arrange to come into the building a day or so before the event to bring food/flowers/catering items etc.?

- A. This might be possible but we cannot guarantee that you can do this as it will depend upon other factors i.e. other 'lets', staffing etc. If we cannot help, you will need to be aware that you will have to make alternative arrangements.

Q7. Can you supply a member of staff to be on hand during the event?

- A. A member of the YMCA team may be on the premises during the 'let' period but they are NOT available to assist in any capacity except where the safety or security of the building is jeopardised. It may be possible for you to hire a YMCA duty manager at a cost of £10.00 per hour if you want more specific service but this cannot be guaranteed and would need to be discussed fully prior to the 'let' being accepted by the Management - see section 6 in the 'Conditions and Regulations' leaflet.

Q8. What do we do if there is a spillage?

- A. You will be given a guidance form at the beginning of the 'let' telling you what to do and you will have access to the cleaning cupboard for cleaning materials but please be aware

that if damage occurs which cannot be cleaned up, you will lose part or all of your Damage Deposit cheque - see section 19 in the 'Conditions and Regulations' leaflet.

Q9. What if the rooms are too cold or hot?

- A. You will be briefed on the heating controls before the event and given written instructions as to what to do. There may be a YMCA staff member or volunteer in the building to help in such situations but all hirers have their own responsibilities as well.

Q10. What do we do if the fire alarm, intruder alarm or lights go off?

- A. You will be briefed on the alarms and lighting before the event and given written instructions as to what to do. There will be a YMCA staff member or volunteer in the building to help in such situations but all hirers have their own responsibilities as well. You will also be given a fire instruction sheet giving specific information on fire exit routes and this should be read out to all participants prior to the event commencing.

Q11. What do we do about security at the event?

- A. This will be fully discussed before the booking is agreed but it is your responsibility to ensure that the event is well managed and that all persons, property and building are safeguarded at all times. There will be a YMCA staff member or volunteer in the building but all hirers have their own responsibilities as well. You will also be given an instruction sheet giving specific information on this matter. It may also mean that you have to arrange/hire a front door steward/duty manager if necessary.

Q12. Can we have a licensed bar?

- A. No, this is not possible I'm afraid but you can arrange to serve alcohol to the table or at a reception/wedding providing there is no charge for it. You are not allowed to sell alcohol on the premises without a Temporary Event Notice (TEN) issued by the WCC Licensing Department and the consent of the Management. Even if you offer alcohol within a ticket price for an event such as a concert, you are deemed to be selling it. If the Management have agreed to your doing this, it is your responsibility to obtain the TEN from the City Council. You will need to discuss this in more detail with the management at the time of enquiry - see section 17 in the 'Conditions and Regulations' leaflet.

Q13. Where do we park and unload?

- A. It is quite difficult to stop and unload outside the front of the building, except by special permission from the police (as in the case of a wedding party for instance) but it will be the hirers responsibility to arrange all this with the local police/local authority as cones will need to be deployed by the police in order to keep the area clear. It is possible to park briefly outside the side door of St. John's House to unload but not for very long as to do so will impede traffic to the rear of the public house next door. If traffic needs to pass, you will be expected to move the vehicle immediately. We may be able to loan a single visitors parking permit for the organiser to use to park in any zoned parking bay (N or S) near the building but there is no guarantee that any bays will be free. A map can be given which indicates where the parking bays are located. Once unloaded, cars will then need to park in the cities central car parks - see section 18 in the 'Conditions and Regulations' leaflet.

Q14. Do we have to take all our own rubbish away with us?

- A. Yes, I'm afraid you do as we are unable to dispose of large quantities of rubbish ourselves at St. John's House - see section 19 of the 'Conditions ~ Regulations' leaflet.

Q15. Can we hire basic equipment such as flip charts etc.?

- A. All the basic equipment such as flip charts, pens, OHP, screens, chairs and tables etc. are available as part of the room hire. All kitchen cutlery and crockery etc. is within the hire charge if the kitchen is hired in conjunction with another room. It may be possible to hire the Assembly Room PA system if you can demonstrate that you have a competent qualified PA operator or you can arrange for external PA hire at extra cost but this will be the hirers' responsibility. A data projector may be hired for an extra charge - see 'Conditions and Regulations' leaflet.

Q16. Can we decorate the room appropriate for our event?

- A. It may be possible to agree terms at the outset of any enquiry but these will need to be strictly adhered to as the fabric of the building must be protected. Under no circumstances must anything be attached to the interior or exterior walls - see section 19 of the 'Conditions and Regulations' leaflet.

Q17. Will you keep safe any lost property?

- A. Any property we find on the premises after an event will be kept safe in the office until contact can be made with the organisers to identify and collect the property. If it is not collected within 21 days, it will be disposed of as the Management see fit. A 'Collection Form' will need to be completed upon collection of any property and relevant ID must be shown before any property can be removed from the premises. The Management cannot be held liable for any items left unattended around the building at any time. Individuals must take responsibility for their own belongings.