

## Some frequently asked questions....

You are bound to have some questions about holding an event at the Crowborough Centre. Here is a selection of questions and answers based on the most common enquiries which we hope will be helpful.

### 1. Who can hire the Centre?

Anyone can hire a room at the Centre for personal use, for a group or for business use. Depending on usage there are varying requirements relating to deposits and public liability insurance. The Duty Manager will discuss your individual requirements and explain what booking requirements apply to your event.

### 2. Can I just pop in to find out what is available?

Yes! The Centre is open every day Monday-Friday from 9am through to the evening and our staff are always on hand to answer any questions. At weekends we open the building according to booking requirements; staff are available during these events, so you may be lucky if you pop in at a weekend, but it's better to phone first to ensure that you don't have a wasted journey.

### 3. How much does it cost to hire facilities?

Our hire charges are competitive with other venues across Crowborough and the surrounding area. Our rate card reflects realistic charges for the variety of user groups and discounts are available for regular users (defined as one or more bookings per month). If you are booking a private party and live in the TN6 or TN3 areas, you will be eligible for a discount of 10% on your booking. Only one discount type can be applied to a booking.

### 4. Do we have to get the room ready?

We will ask you in advance of your event how you want the room arranged and we will lay out tables and chairs to your specification. We can give you a room plan to help you illustrate how you would like the room arranged. **If you need to set up specific equipment, decorate the room or add some of your own touches, be sure to include extra time in your booking to complete this in advance of people arriving.**

Although the Centre will provide tables and chairs for your event, we regret that we are unable to provide table coverings.

5. I'm running a business meeting. What equipment is available in the rooms?

The Main Hall has a fixed digital projector, drop down screen, hand held microphones, lapel microphones, sound and lighting system plus a hearing induction loop. Our largest meeting room has a fixed projector with drop down screen and sound bar. Other meeting rooms have high resolution flat screen monitors.

For all meeting rooms there is access to a portable projector, portable PA system, whiteboards and flipcharts. **There is free Wi-Fi throughout the building.**

6. Can I have music at my party?

Of course, we want you to enjoy yourself! Disco, Ceilidh, live band, karaoke - the choice is yours. However, if you are intending plugging into our sound systems, we strongly advise that you, or your provider, visit us in advance to check all connections are compatible.

**Please note that our entertainment licence requires that all music ceases at midnight (22.30 on Sundays).**

7. Can alcohol be served at the Centre?

The sale or supply alcohol is controlled by the Licensing Act 2003. You are not allowed to sell alcohol unless you have a licence or have served a Temporary Event Notice. You can [download a Temporary Event Notice Application Form](#) from the Wealden District Council's website.

If you are using our caterers, you will be covered under our alcohol licence, otherwise you will have to arrange a Temporary Event Notice (TEN) with Wealden District Council, for which there is a charge and must be applied for at least 10 days before the event.

In a limited number of cases, typically some charity and fund raising events, we allow hirers to be covered under the Centre's premises alcohol licence. Please discuss this with the duty manager if you feel your event may qualify.

**Please note that an alcohol licence must be in place before any event at which alcohol is being sold or supplied.**

## 8. Is the Centre able to provide catering?

The Gallery Community Cafe, our excellent on-site catering provider is very happy to discuss catering for your event, however large or small. Whether it be a simple buffet for a business meeting or a formal wedding breakfast, our caterers will work to your budget and requirements to make sure the food, drinks and presentation are just perfect.

## 9. Can I bring in my own caterers?

Yes, but there will be a charge for use of the kitchen from the time they arrive until they leave. Caterers will be asked for a security deposit of £150 and will have to provide their Health and Safety Policy and evidence of staff compliance to hygiene procedures. They will also be expected to completely clean the kitchen and leave it in the condition it was on arrival. The security deposit will be forfeited if the kitchen is not left in a hygienic state.

## 10. Can I do my own catering?

Yes, but again you will be charged an hourly rate for use of the kitchen, required to pay a security deposit of £150 and adhere to Health & Safety standards. You will also be expected to completely clean the kitchen and leave it in the condition it was on arrival. The security deposit will be forfeited if the kitchen is not left in a hygienic state.

The Centre can make available a quantity of crockery and cutlery to support your event, all we ask is that you clean, dry and put away any items that you use unless you have made other arrangements with the Centre.

## 11. Do I have to clean up after my event?

We ask that you remove obvious debris from the room and leave the floor clean. Rubbish that is in black sacks can go into our bins, but rubbish that exceeds the capacity of our bins must be taken away.

**Please take away any glass bottles for recycling as we have no glass recycling provision at the Centre.**

Alternatively, why not relax and let us take care of the clean-up by arranging cleaners to come in after you have finished. Ask our Duty Manager for a quotation. Please note that any valuable decorations should be removed after your evening. Our cleaners are very thorough and remove will everything in their path!

12. What if I have a problem during my event?

We always have a duty manager on hand whenever the Centre is open, so you will have someone there who you can turn to for help and support.

13. I'm a regular booker. Can I store my stuff at the Centre?

The Centre has a number of paid for storage cages which can be used to store equipment for clients. These are in high demand, so you may need to put your name on a waiting list if one is not available.

There are additional storage cupboards which can be used to store limited amounts of equipment for clients. Any items left in the Centre must be labeled to indicate ownership and prior approval must have been given by the Centre management. Any such items are left entirely at the owner's risk.

14. Can I advertise my event at the Centre?

Yes, of course. Please hand your poster (no larger than A4 size) to the Duty Manager who will be pleased to display it on one of our notice boards.

For local events which are not taking place at the Centre, we regret that we can only display advertising material for a limited time (typically a maximum of two weeks) and when space permits. Please talk to the Duty Manager.

As a special service to clients of the Centre, we are pleased to advertise upcoming events on the Centre's website and social media free of charge. Please supply any relevant graphics and text.

15. When do I need to pay for my room and what is your cancellation policy?

A non-refundable 30% deposit is payable on booking. This will secure the booking. The balance of the booking fee is payable before the booking. Bookings cancelled less than two weeks before the booking will be liable for the entire fee.

16. Smoking Policy

Smoking is not permitted in the building or outside the entrance to the Centre. If you wish you smoke, please use the designated smoking area to the left of the building.

17. Who runs the Crowborough Centre day to day?

The Crowborough Centre is operated by local charity, the Crowborough Community Association (CCA). It has a Centre Manager and Deputy Manager, a team of duty managers and a caretaker, all of whom work part time and who ensure that the Centre is staffed during its opening times. The Centre Manager reports to the CCA Board. The Board is made up of volunteers who contribute their professional skills to the operation of the Centre.

18. How has it all been funded?

The Crowborough Centre has been funded with major support from Crowborough Town Council and a substantial grant from the Big Lottery. It is built on land generously provided by Wealden District Council. A group of volunteers project led the development from the outset. The Crowborough Centre has been self financing since 2015.

We hope that this document has answered your queries, but if you have any further questions, please do contact us.

- Visit us
- Telephone on 01892 653823
- Email us on: [info@crowboroughcentre.info](mailto:info@crowboroughcentre.info)
- Visit our website: [www.crowboroughcentre.info](http://www.crowboroughcentre.info)

We look forward to seeing you at the Crowborough Centre!

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