

## FREQUENTLY ASKED QUESTIONS

### **Availability - how can I check availability?**

Call us on 01291 623216 or email [reception@chepstowmencap.co.uk](mailto:reception@chepstowmencap.co.uk)

### **Alcohol Sales - can I sell alcohol at my event?**

Yes and outside Bar companies can be used if required. You will need to apply to Monmouthshire County Council for a Temporary Events Notice at [www.monmouthshire.gov.uk/licensing/alcohol-entertainment-licensing/temporary-event-notice](http://www.monmouthshire.gov.uk/licensing/alcohol-entertainment-licensing/temporary-event-notice)

*It is recommended you allow at least 10 working days before your event in order for this to be processed.*

### **Alcohol - if alcohol is provided free of charge, do I still need to apply for a Temporary Events Notice?**

No, you do not need to apply for a Temporary Events Notice but Chepstow Mencap expects you ensure that alcohol is consumed responsibly, in line with our Terms and Conditions-

### **Audio Visual Equipment - can I use the AV System?**

Yes, you can use this equipment for an additional charge. You must indicate that you require to use it on your booking form. Full instructions on the use of all equipment will be provided. **Please do not disconnect or change any wiring on the equipment.**

### **Ball games - can ball games be played in the room?**

No ball games of any kind are allowed in the room.

### **Booking Confirmation - when will I know if my booking is confirmed?**

Once your booking form and deposit is received the Bookings Manager will issue a confirmation. Your booking is not confirmed until you have received this confirmation.

### **Booking restrictions - Are there any restrictions for booking?**

Yes, you must be a minimum of 25 years of age to make a booking. We do not accept bookings for birthday parties between the ages of 13 – 25, regardless of the age of the person requesting the booking.

### **Cancellation - how much notice do I have to give to cancel my booking, and if I paid a deposit will this be returned?**

You must give 1 month clear notice of cancellation, which will give us the opportunity to re-let the hall, otherwise you will be expected to pay for your booking.

### **Car Parking - is there free car parking on site?**

There is no parking on site, and the front area is for drop off only. No vehicles are to be left on site overnight.

*Disabled parking is allowed at the top of the driveway but please discuss with Booking Manager prior to event. **Parking is entirely at owners' risk.***

### **Set up and clear up time - do I get an allowance at the start and end of my booking to set-up and clear up?**

There is no 'free' allowance. You must include this time in your overall booking time and pay the hourly rate.

### **Cleaning of the halls after hire - am I expected to clean up on completion of my hire?**

Yes, we expect you to leave the rooms in a clean and tidy condition. Any kitchen crockery and utensils should be washed in hot soapy water, dried, and returned to their cabinets. Washing up liquid and tea towels are provided. Work surfaces should be wiped down and bins emptied, and all refuse completely removed from the premises. If necessary, floors should be swept

**Decorations - can I put up decorations for my party?**

Please do not adhere anything to the fabric of the building. Please do not use helium inflated balloons due to the high ceilings (should balloons be lost into the rafter areas it will trigger the building alarms when they start to deflate). Please use the windowsill protectors provided.

**Deposits - will my deposit be returned if I cancel my booking?**

A 50% is required at the time of booking and will be returned until up to 4 weeks before when the final balance is payable which is then non-refundable. Depending on the type of event, you may be asked for a Security Deposit. This will be payable with the final balance and will be refunded within 14 days of your event should everything be left in a satisfactory state in line with our Terms and Conditions.

**Key collection - where do I collect the keys from?**

Chepstow Mencap operate a fob system which will give you access to the building for the time of your booking. There will be a charge of £5 which will be refunded on the safe return of the fob. The fob can be collected from The Board School up to one week before your event. It can be returned after the event either the same way or via the external post box at the end of your event.

**Kitchen Facilities - does the hall have kitchen facilities?**

Yes, which can be hired at an additional cost.

**Catering - can I use my own caterers?**

Yes, you can arrange your own caterers.

**Payment - when and how do I pay for my booking?**

A 50% deposit is required before your booking can be confirmed. The balance is required 4 weeks prior to the event and the exact date will be indicated on your Confirmation Notice. Payment can be made by cheque, Bank Transfer or cash.

**Smoking - can we smoke inside any of the buildings?**

No, we operate a no smoking policy on site.

**Please see the Chepstow Mencap Booking Policy and Bookings Terms and Conditions for full terms.**