

FAQs

How is the monthly hire amount calculated?

See our document, 'Introducing the Hire Schedule'.

Is regular hire right for me?

Our regular hire offer is for those looking to use the Hall regularly at set days and times. If this doesn't work for you, then you might prefer our function hire booking services - however these require up-front payment, are on a higher hourly rate and do not secure future dates unless booked and paid in advance.

What do you expect of regular hirers?

We expect you to leave the hall as found, this includes cleaning away litter by your participants/spectators. Surfaces used by spectators/participants should be wiped and the floor swept (or leave the robotic hoover on). We expect you treat the hall and its inventory with care and respect. We expect all time used to be paid for.

How do I end my hire with you?

If you wish to stop using the Hall then email us (bookings@villagehallstanton.com) giving three weeks notice. We'll recalculate your hire as you may have paid too much or little if there are holidays you have/haven't taken.

Where can I find the T&Cs

Our Terms and Conditions outline everything in full and can be found here: <https://www.villagehallstanton.com/hiredocuments>

I want to book the hall outside of my usual hours. Is that ok?

Hire for ad-hoc public events are charged at £15 per hour as we see a huge increase in bathroom papers, heating costs etc during shows and concerts. You do save on the open-up fee we charge function hirers though as you can let yourself in (note you will need to manually set the heating for adhoc sessions).

Benefits of Hire

Visibility

We advertise your sessions on the 'What's On' section of our website, share your posts on Facebook and provide an opportunity for a banner to be placed on our railings.

Easy Access

Come and go in your allocated times with your own keyset.

Yours

A time slot held just for you.

EXISTING HIRERS

Regular Hirer Information Pack



effective 1st October 2023-

www.villagehallstanton.com

Welcome

First and foremost, we would like to extend our heartfelt gratitude for your continued support as regular hirers. Regular hire income is a key income stream for our Charity. We write to inform you of some significant changes and opportunities to regular hire which look to address challenges we've experienced including:

- **Our electricity costs have increased four-fold over the past 5 years.** We have strived to shield you from the impact by absorbing the additional costs ourselves in recent years. However, we must increase these slightly to remain viable.
- **Overuse is abuse.** From alarm log data we can see that almost a third of our regular hirers use far more time than they have booked and paid for, with some even going in on different days/times. We have been running regular hire at a loss to support weekly groups so this is really disappointing. This information pack reinforces the need to pay for all time needed/used.
- **Late payments.** Our volunteers are constantly left chasing late payments from around 30% of regular hirers. We're therefore introducing and enforcing penalties and moving to fixed monthly amounts to help you setup standing orders.
- **Cancellations.** We're being informed of cancelled sessions close to and even after the session with hirers not expecting to pay for these. We reserve the time for you and this must be paid for - we do provide generous unpaid holiday allowances

What's New

Hire Fees

Regular hire rate (off-peak) 8am-6pm:

£13 per hour

Regular hire rate (peak) 6pm - 11pm: £14 per hour

New sessions/hirers in their first 12 weeks of hire: £12.00 (increasing to regular hire rate after 12 weeks).

Why?

- We've faced huge cost increases and for the last few years have taken the brunt of this ourselves - currently even the cleaning is done voluntarily. We can't sustain this.
- We're adopting high and low rate hire fees because our daytime hire is less popular.

Hire Payments

We will calculate your hire fees for a six-month period taking holidays into account and divide this by six to give **a regular monthly amount to pay.**

Why?

- This allows you to set up a regular standing order for the same recurring amount. Acc no:
- We hope to reduce late payments and the need for our volunteers to chase.

Your Hire Schedule

We're introducing a hire schedule form for you to **let us know the times and days you use the hall and your holiday for the next 6 months in advance.** We're also making it possible to book hire to the nearest 15 minutes to give you more flexibility/accurate pricing.

More information about the Hire Schedule is included with this handout.

Why?

- We need to know when you'll be at the Hall and when you won't. We're learning far too late at the moment.
- To help us figure your monthly payment amount.
- To avoid bookings clashes by inaccurate times being held.

More holidays

We're trialling **an increase in allowable holiday to 13 weeks per year** (previously 8). However, we expect that most hirers won't need this much time.

All holiday must be declared in advance on your hire schedule. Any leave, cancellations or holiday not on the hire schedule or exceeding 13 weeks will be charged.