



Information for hirers

Thank you for booking your event at Mount Community Centre

Dear Hirer

We have put together this short guide to help you get the best out of your event at The Mount.

It explains:

- where to find things you might need during your hire,
- how to find your way around the building, and
- some important safety information.

As the Hirer, **you** are responsible for the safety of yourself and your guests during the hire period, so it is important that you read this document carefully in advance.

If you have any questions or are unsure of anything then please get in touch before you arrive at the Mount for your booking.




We hope your event goes well and you enjoy The Mount!

The Trustees

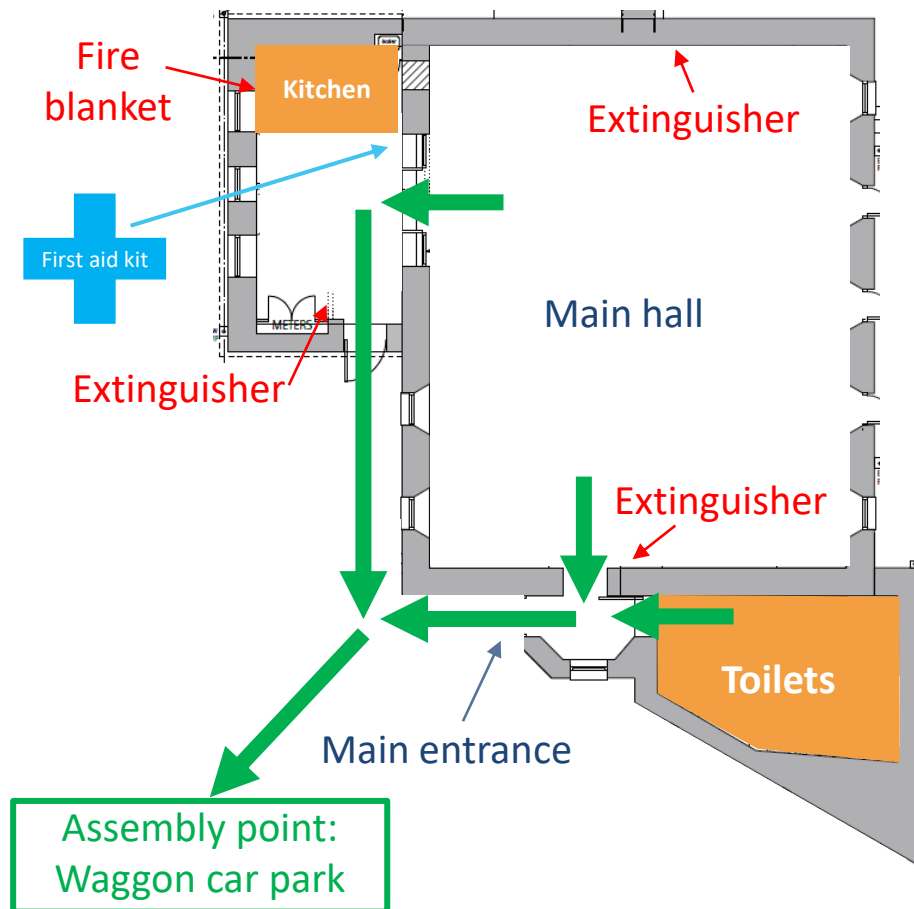


Things to do before your event

- ❑ Look at the plan of the building on the right to understand:

- ❑ where the **firefighting equipment** is located
- ❑ what the exit routes are (shown as green arrows on the plan) 
- ❑ where to assemble in the event of a fire 
- ❑ where the wall mounted First aid kit is kept 

- ❑ If you are hiring a bouncy castle or other professional entertainer, ask for copies of public liability insurance certificates to ensure the business is properly insured.
- ❑ Read our Terms and Conditions and understand your responsibilities as Hirer.
- ❑ You will have been issued a code to access the hall, so make sure you have allowed enough time before the event for setup of any equipment and decorations, and after the event for tidying and collection of things like bouncy castles. Your door access code will **ONLY** be active for the duration of your hire.
- ❑ Read our Safeguarding Policy on the [About Us](https://www.mountcommunity.org) page on www.mountcommunity.org and know what to do if you witness anything which gives you cause for concern.



Accessing the hall

Before you arrive you will be emailed a NetCode to open the main entrance door, e.g. *123456

To open the door:

- Enter the code on the keypad slowly, ensuring you enter the *
- You will hear 2 beeps, which confirms you have entered the code correctly
- Lift the handle UP, then DOWN and pull to open

Click [here](#) for a video demonstrating how to open the door.

If you enter the wrong incorrectly, you will hear a long beep and after 3 incorrect entries of the code, you have to wait for 30 seconds to try again.

Your code will ONLY work for the duration of the hire. The door will lock when it shuts.

To secure the main door open if required, please use the hook on the wall.



During your hire

- ❑ The Hirer, or another responsible adult, **must remain** at the hall at all times during the hire.
- ❑ On arrival, please familiarise yourself with the firefighting equipment, fire exit routes and first aid kit
- ❑ In the event of a fire:
 - ❑ Alert others by shouting 'FIRE'
 - ❑ Evacuate the hall by the fire exits
 - ❑ Be aware that there is a step between the kitchen and hall so anyone with mobility issues may require assistance
 - ❑ Call 999

The light switch for the toilets is through the sliding door to the right in the hall



Light switches for the main hall (there are 3) and kitchen are located in the kitchen as shown.



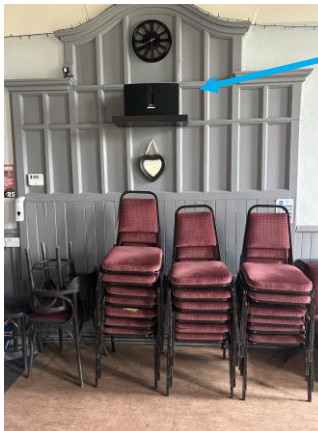
During your hire

Tables and chairs are located on and near the stage and at the other end of the hall under the clock.



There are folding trestle tables in the left hand stage cupboard.

Toys can be found in the stage cupboards and on shelves in the hallway outside the toilets.



Switches for the outside socket (e.g. bouncy castle), fairy lights and disco light are at the right of the stage.

To play music on the Bluetooth speaker:

- Use the Bose remote located behind the bar



- Hold down the button with the Bluetooth symbol
- Pair your device with 'Mount Stage Speaker'

Please help us to recycle by sorting your rubbish. Cans & glass bottles in GREEN Bin, plastic drink bottles in BLUE bin and General waste in the RED bins. Clean, dry cardboard with **NO food waste** can be put directly into the recycling trade bin outside.

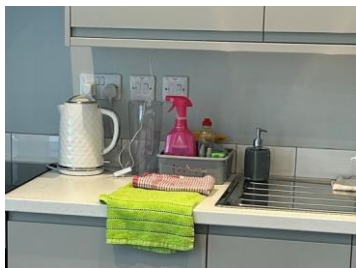


The hall is run by volunteers, please leave it as you found it

There may be another booking immediately after yours, so please be ready to leave at the end of your hire time.

Please leave the venue clean and tidy and ready for the next event:

- ❑ Sweep the floor using the brushes found in kitchen. A mop is also available for any spills.
- ❑ Wipe down surface areas in the kitchen and toilets. Cleaning products are provided in the caddy on the kitchen worktop
- ❑ Ensure all tables are returned to the stage, grey chairs stacked beside stage & red chairs stacked under the clock
- ❑ Toys are tidied away
- ❑ Dishes are washed and returned to cupboards
- ❑ Any hired equipment such as bouncy castles have been removed from the hall



- ❑ Ensure all bins are emptied and waste & re-cycling thrown into the Trade Waste bins outside the hall. The key for these bins can be found behind the bar - big blue tag. Insert key and turn to left to unlock. Please lock when finished.



- ❑ **IMPORTANT:** please do not throw black bin bags into the Recycling waste bin outside
- ❑ Replace all bags in General waste bins in the hall. Black bags can be found on the kitchen worktop.

Things to check before you leave

There may be another booking immediately after yours so please be ready to leave at the end of your hire time.

Please leave the venue clean and tidy and ready for the next event:

- ☐ Ensure kitchen fire escape door is securely closed
- ☐ Close kitchen blinds
- ☐ Leave any towels in the kitchen and a volunteer will take them away to be washed.
- ☐ Turn off Bluetooth speaker (button on remote)
- ☐ Turn off all switches:
 - ☐ hob and oven isolation switches x 2
 - ☐ kitchen light x 1
 - ☐ main hall lights x 3
 - ☐ bar lights
 - ☐ fairy lights
 - ☐ disco lights
 - ☐ outside socket
 - ☐ toilet lights x 1
- ☐ Close the main entrance door behind you as you leave. Important: your access code is only active for the duration of your hire. Please ensure you take all your belongings with you as you will not be able to re-enter the hall again after your hire period finishes.

Was everything OK for you?

- ✓ Was there a light out? Did something not work? Was it the best party ever?
 - Please drop us an email or message on Facebook to let us know
- ✓ The Mount is run entirely by volunteers in their spare time, and all funds to keep the place running have to be raised by Mount events and private hires, so please help us to spread the word:
 - Follow us on Facebook <https://facebook.com/mountca> to keep up to date with our latest events
 - Leave a review on Google Maps for [Mount Community Centre](#)
 - See what has been happening on our Instagram feed <https://www.instagram.com/mounteightonbanks/>
 - Visit our website www.mountcommunity.org
- ✓ There are plans for more refurbishments of the hall, so any social media posts and reviews really help us to show how important the hall and garden is to the local community.
- ✓ Even if the hall is closed, our garden is always open for you to enjoy... we hope to see you again soon!

