



# HALL HANDBOOK

## A GUIDE FOR HIRERS AND USERS OF CRATHES PUBLIC HALL

This handbook is a collection of Information Notes and related forms and contains all the information that you will need when using the hall.

We hope that you enjoy using the hall and that your event goes well. Feedback is important to us and so we welcome constructive comments and suggestions so that we can continue to improve the facility.

Thank you from the Trustees of Crathes Public Hall Trust [SCIO]



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Crathes Community Website [www.crathes.com](http://www.crathes.com)

Crathes Hall Webpage [www.crathes.com/hall](http://www.crathes.com/hall)

Hall Bookings Email [hall@crathes.com](mailto:hall@crathes.com)



## BOOKING INFORMATION

Applications for the hire of the hall or queries about the hall should be made via the Booking Secretary (Email [hall@crathes.com](mailto:hall@crathes.com)). The Terms and Conditions for Hire are available on the website or by post from the Booking Secretary.

**The charity trustees reserve the right to refuse or cancel any booking. We regret that, due to previous bad experiences, we no longer accept bookings for “teenage” parties.**

### HALL AVAILABILITY

You can check the hall website to see if the hall is free on the date you wish to hire it. Hire is subject to approval by the charity trustees.

You can make a provisional booking online or contact the Booking Secretary.

### BOOKING THE HALL

Hall bookings must be confirmed in writing in advance of the hire:

- You can print out a Booking Form from the website or we can send you one in the post.
- The precise use of the hall must be specified when booking.
- For private hire, a deposit of £100 and the hire fee must be paid with the booking form.
- Refunds can be made as long as written notification of cancellation is received at least seven days before the date of the hire.

The hire period for a private function is from 14.00 on the day of the hire until midday the following day, to allow clearing up. The hire period for a wedding is from 14.00 the day before the wedding until 12.00 the day after the wedding.

After an evening event the hall must be vacated by 1.00 am.

The legal hall capacities are: 236 where close seating is used, 168 for a dance or ceilidh (we find that 80 to 100 is a comfortable number), and 118 when tables and chairs are set out. Prior consent is required if you plan to exceed 150.

The hall does not have a stage. Portable staging may be installed by hirers with the prior approval of the charity trustees and provided that it is fully certified.

In signing the booking form, hirers are confirming the dates and times of their hire and that they have read and understood the Terms and Conditions of Hire and the information contained in the Hall Handbook, and that they agree to be bound by these.

**If you have any problems with your hire, please contact either the Booking Secretary or the Trust Secretary**



## TERMS AND CONDITIONS FOR THE HIRE AND USE OF THE HALL

1. Crathes Public Hall is available for hire for use by members of the community for recreational, educational, cultural, and community-centred activities or events.
2. The charity trustees reserve the right to refuse or cancel any booking. We regret that, due to previous bad experiences, we no longer accept bookings for “teenage” parties.
3. Hall bookings must be made in writing and as detailed in information note “Hall - Booking Information”.
4. The hirer may only use the hall for the purpose specified at the time of hire.
5. On signing the booking form the hirer accepts the Terms and Conditions for the Hire and Use of the hall.
6. The hall does not have a stage. Portable staging may be installed by hirers with the prior approval of the charity trustees and provided that it is fully certified.
7. The hirer shall be responsible for complying with the Hall HSE Policy as detailed in information note “Hall – HSE Management”.
8. The hirer shall be responsible for obtaining any licences required that are not covered by the hall’s Public Entertainment Licence. See information note “Hall - Licences”.
9. Regular hirers shall be responsible for obtaining any insurance needed that is not covered by the Trust’s insurance. See information note “Hall - Insurance”.
10. Permission must be obtained before bringing any food or alcohol into the hall.
11. “Bouncy Castles” are not allowed in the hall or its surrounds
12. “Horse Play” or rowdy behaviour are not allowed in the hall or its surrounds
13. The Trustees accept no responsibility for the loss or damage to any property brought to the hall or its surrounds or for food served and consumed in the hall.
14. All incidents or accidents must be reported on an accident report form. Copies of blank forms are kept in the hall. Completed forms to be handed to the Duty Trustee when returning the key.
15. Hirers will be held responsible for any damage to the hall, its furnishings and fittings, accessories or surrounds. Any damage must be reported and made good at the expense of the hirer to the full satisfaction of the charity trustees.



16. Any faulty equipment or other maintenance requirement should be reported in the "Defects Book", for early attention by our retained maintenance contractor.
17. Any complaints should be reported in the "Defects Book" for attention by the charity trustees.



## NOTES FOR HIRERS

Thank you for hiring Crathes Hall. These notes are to help you get the hall ready for your event and tidy up afterwards. If you have any suggestions for improvements or you were disappointed in some aspect of your hire of the hall, please let us know.

The hall is run by the charity trustees, who are all volunteers. We do not have a hall keeper and rely on hirers to help us keep the hall in a pleasant condition. Regular and occasional users of the hall are requested to clean the hall after use and to leave it in as good a state as that in which they found it.

All hirers must visit the hall prior to their event to be shown around by a charity trustee and to familiarise themselves with the hall layout, fire and safety equipment, and hall facilities. This is also an opportunity to ask any questions. You will be given a key to the hall for the duration of the hire.

All hirers must visit the hall on the morning after their event to confirm with a charity trustee that everything is in order, or report any accidents or damage, and to return the hall key. The charity trustee will then either authorize the return of the deposit, or discuss any damage repair. This is also an opportunity to raise any issues or suggestions.

### ALCOHOL:

Alcohol may only be brought into the hall by prior agreement with the charity trustees.

Alcohol may only be sold in the hall by prior agreement with the charity trustees.

You do not need an alcohol licence for a BYOB event, or where the alcohol is provided free and there is no charge for entry.

If an Occasional Licence is needed it can be obtained from Aberdeenshire Council. You need to apply at least 6 weeks in advance. Proof of such licence shall be provided at the request of the charity trustees.

Sufficient stewarding must be provided at licensed functions to comply with the licence conditions.

### HOUSEKEEPING:

Hirers shall treat the hall as if it were their own property and return the hall in as good a condition as it was at the beginning of the hire.

Hirers are responsible for setting out the tables and chairs and putting them away afterwards.

Regular user groups are expected to do their own housekeeping and leave the hall in readiness for the next user.

People hiring the hall for parties or fund-raising events are expected to clean the kitchen (if used) and bar (if used) and toilets and sweep the hall floor. The hall floor only needs to be wiped in case of spillage:

- |                         |   |
|-------------------------|---|
| • Waste bins            | Empty the bins and replace the bin liners.  |
| • Sweep floors          | Hall, passageway and kitchen floors.  |
| • Wipe and stack tables | Wipe and dry the tables before folding and stacking them.   |
| • Wipe surfaces         | Kitchen and bar (disposable cloths and kitchen cleaner).<br>Toilets (disposable cloths and bathroom cleaner). |
| • Replenishing supplies | Replace toilet rolls and kitchen rolls if necessary.  |



- *Cleaning equipment, cleaning consumables, and spare paper towels are stored in kitchen cupboards*

Rubbish must be disposed of properly:

- There are recycling bins, a clothing collection point for “Forget-me-not”, and a trade waste bin for other rubbish; these are outside the hall on the east side.
- There are also recycling centres at both Tesco and Morrisons stores.

#### **FIRE SAFETY:**

- Safety plan (location of extinguishers and exits) On noticeboard
- Instructions for what to do in case of fire On noticeboard
- Fire Alarms By east and north fire exits

#### **FIRST AID:**

- First Aid Kit In the kitchen
- Accident/Incident Report Forms In the kitchen.

*Please report all accidents, even if nobody is hurt, so that we can learn from these.*

#### **LIGHT SWITCHES:**

- Outside lighting East end of passageway – must be on when hall in use
- Emergency lighting East end of passageway – must be on when hall in use
- Passageway lighting East end of passageway – must be on when hall in use
- Hall lighting In high cupboard in passageway opposite kitchen hatch
- North lighting In Store, Bar, and passageway

#### **HEATING SWITCHES:**

- Hall heaters In low cupboard in passageway opposite kitchen hatch  
*These heaters are on preset timers which must not be altered. There is a simple override button which may be used if required.*
- Kitchen heater In kitchen by light switch  
*This heater is not on a time switch. Please turn it off when you no longer need it.*
- Hot water (toilets and kitchen) In kitchen by light switch  
*These heaters are not on a time switch. Please turn them off when you no longer need them*
- Hot water (cleaner’s sink) In the bar. (Ensure that there is water in the tank).  
*This heater is not on a time switch. Please turn it off when you no longer need it*

#### **LEAVING THE HALL:**

Please remember to turn off all lights, immersion heaters (bar, kitchen) and kitchen heater. Please close and lock all the exits.

**Thank you very much for hiring Crathes Hall. We hope you enjoyed using the hall and we look forward to seeing you again in the future. Please let us know if there were any problems.**



## EMERGENCY INFORMATION

Mobile phones do not work well in the hall.

Public 'phone box North side of the Crathes Crossroads, just to the east of the hall.

You can pay with coins or bank card.

A&E Aberdeen Royal Infirmary Foresterhill, Westburn Road,  
Aberdeen

Ambulance There is an ambulance station in Banchory.

Minor Injuries There is a 24 hour Minor Injuries Clinic in Aboyne (injuries not  
needing x-ray) A doctor is available there 24 hours. 013398 86433

Doctor There is a Doctor's surgery in Banchory. 01330 822121.

Fire Station There is a fire station in Banchory

Electricity Scottish Hydro Electric 0800 300 999

Water Scottish Water 0845 600 8855





## **IN CASE OF FIRE:**

### **On discovering a fire:**

Walk to the nearest fire exit and press the alarm button. Tell the person in charge of the event that you have discovered a fire and location.

Only if the fire is small and you are confident about using the hall fire appliances and you are not putting yourself into any danger should you try to extinguish the fire. Otherwise call the fire brigade (See below)

### **On hearing the alarm:**

Leave the hall immediately by the nearest exit.

Do not stop to collect personal belongings.

Make sure anyone needing assistance is helped from the hall.

Assemble in the main car park.

The person in charge of the event should make sure that the building is completely evacuated, unless they would endanger themselves by doing so, and should close all doors on final exit.

### **Calling the Fire Brigade**

The person in charge of the event, or someone delegated by them, should immediately call the Fire Brigade on 999 or 112.

Direct the Fire Brigade to Crathes Hall (not Crathie Hall) North Deeside Road A93 west of the A957.

On arrival of the Fire Brigade, the person in charge of the event should report to the officer in charge whether or not all occupants have evacuated the hall and, if not, their last known position in the building.



## HALL HSE MANAGEMENT

### POLICY STATEMENT

The charity trustees aim to ensure, as far as is reasonably practicable, the health, safety and welfare of all users and employees of the hall, including contractors. This will be achieved by:

- Providing an environment which is safe and healthy for all users
- Having health and safety procedures based on good practice and informed by a risk assessment.
- Informing hirers and users of the Terms and Conditions of Hire and of the safety information available in the Hall Handbook.
- Maintaining all hall equipment, facilities and fixtures to a high standard.
- Employing only contractors who are professionally qualified and appropriately certified.
- Conducting an HSE review annually.

### RESPONSIBILITIES OF THE CHARITY TRUSTEES

The charity trustees are responsible for HSE Policy and will apply the policy by

- Developing a Risk Management guide based upon the annual HSE review.
- Conducting independent annual safety checks on the electrical installation.
- Conducting independent annual safety checks on all portable electrical equipment.
- Conducting independent annual safety checks on the fire extinguishers.
- Conducting independent annual safety checks on the fire alarm system.
- Testing the fire alarms monthly.
- Correcting reported faults or hazards as soon as reasonably practicable.
- Investigating all reported Incidents and taking corrective action.
- Appointing a Duty Trustee for each month to take responsibility for the hall.

### RESPONSIBILITIES OF HIRERS AND USERS

#### **Prior to use:**

All hirers (or contractors) must visit the hall prior to their event (or their work) to be shown around by a charity trustee and to familiarise themselves with the hall layout and with the fire safety equipment.

- The hirer must arrange to have sufficient responsible personnel in attendance to ensure the good conduct and safety of the users. It is advisable to have a person trained in first aid in attendance.
- For parties, discos and suchlike there should be at least one clearly identifiable attendant who can take charge in case of emergency.
- The hirers shall seek the permission of the charity trustees if they intend to engage in any activities on the hall premises (including the car park) that would introduce additional or special risks.
- Permission must be obtained before bringing any alcohol into the hall.
- A stage shall only be used by prior consent and normally by a theatre group, band or DJ.
- Stage or sound effects, smoke or pyrotechnic devices etc, fires, fireworks and naked flames are not allowed.
- Bouncy castles are not allowed.
- No chemicals to be used or stored in the hall except domestic cleaning materials etc.
- Contractors using flammable materials (paint, gases, chemicals) may not store them in the hall.



- No extension or alteration shall be made to any electrical installation without the permission in writing of the charity trustees.
- For large events the hirer has a responsibility to ensure that maximum use is made of the car park to minimise congestion on the A93. The police should be informed, at a week's notice, so they can put 'no parking' cones along the roadside.

### **During the event:**

The hirer/responsible personnel shall be present and in charge during the whole period of time that users are in the hall.

- Make a fire safety announcement at the start of the event – be guided by Hall Handbook section on "Emergency Information"
- It is illegal to smoke anywhere in the hall.
- Particular care needs to be taken when children are present, and hirers are requested to follow statutory guidelines, e.g. those issued by the Play Groups Association.
- Each user should be guided by Hall Handbook section on "Risk Management".
- Horse-play must not be tolerated.
- The arrangement of tables and seating shall allow free access, and pay due regard to the needs of any disabled person present.
- All passageways and doors must be kept clear at all times.
- All surplus rubbish to be cleared to the outside bins during the hire period or when contractors are working in the hall, and all hall bins are to be emptied at the end of the hire or at the end of the working day.
- Everyone shall leave the hall in the event of a lighting failure.
- The hirer shall be responsible for ensuring that all users have vacated the hall before locking up and for checking that all lights, heaters and water heaters have been left as instructed.
- All incidents or accidents must be reported on an accident report form.

### **Road Safety:**

The A93 is a busy road, take care when leaving the car park or recycling areas.

- Be aware of pedestrians, especially children, when using the car park.
- Be aware of ice in freezing conditions, especially when walking in the car park or recycling area.



## RISK MANAGEMENT

<b>What can happen</b>	<b>When it can happen</b>	<b>How to stop it happening</b>
Objects falling onto you.	Moving chairs and tables.	Individual tables and chairs are not heavy and are easily handled by one person.  Do not lift more than 1 table or 5 chairs at a time.
	Moving equipment into/out of the hall.	Make sure you have help when moving equipment into and out of the hall.
	Accessing high kitchen cupboards	Be aware and do not over reach
Slipping, tripping and falling.	Moving around the hall. Dancing. Exercise classes. Moving chairs and tables. Moving equipment into/out of the hall.	Please ensure the floor is not wet and slippery.  Always leave the floor in a clean and dry condition after your hire.  Keep the floor area clear of any trip hazards.  Be aware when using steps.
	Over- exuberance. Over-indulgence. Horseplay.	Exercise self-restraint and be aware of other people's behavior (especially children)
	Moving around outside, especially in winter.	Watch out for ice and other slippery conditions



Falling from heights	Using ladders.	Follow manufacturer's guidelines; if in doubt, do not use.
	Using industrial access systems	Contractors using industrial access systems to be fully certified.
Splashing with hazardous materials.	Use of detergents for cleaning dishes, the hall or the toilets etc.	Use only the cleaning materials provided. These are standard domestic products. No extra precautions are required above those normally practiced in the home.
	Use of specialist products by contractors	Contractors to be fully certified
Electric shock.	Using hall electrical equipment (e.g. kettles, urns, oven and power sockets).	All the hall electrical equipment is CE rated and regularly checked by a competent electrician.  If a problem is encountered please contact the duty charity trustee.
	Use of your own electrical equipment	Please ensure that your equipment is CE rated
Burns and Scalds	Use of kettles, urns or oven.	Report any leakage problems with the kettles or urns to the duty charity trustee.  Do not use any equipment if you are doubtful about its safety.  Keep the number of people in the kitchen to a minimum.  Keep children out of the kitchen.



	Serving hot food or drinks.	Use dishes large enough to avoid spillage.  We recommend serving hot food and drinks from the hatch.  Limit the amount of hot food and drink you are carrying around the hall.
Cuts	Using knives etc.	Normal precautions, keep out of reach of children.
	Broken glass etc.	Sweep up, do not pick up with bare hands. Bag and dispose of immediately to recycling bins. Do not put sharp knives or broken glass into the sinks.
Fire	Improper disposal of cigarette butts, etc.	No smoking in the hall. Please smoke outside the hall and use the cigarette boxes provided.
	Improper use of naked flames.	Tealights in proper holders may be used but only on tables.  No fireworks or similar are allowed in or around the hall.
	Cooking.	The kitchen must always have a responsible person in attendance when in use.
	Electrical faults.	All electrical equipment to be CE rated and checked regularly by a competent electrician.



**REMINDER - STRICTLY FORBIDDEN:-**

- Obstruction of doorways or access
- Stage or sound effects, smoke or pyrotechnic devices etc, fires, fireworks and naked flames.
- Bouncy castles or trampolines.
- Horse-play.
- No chemicals to be used or stored in the hall except domestic cleaning materials etc.
- Contractors using flammable materials (paint, gases, chemicals) may not store them in the hall.



## LICENCES

### The hall has a Public Entertainment Licence from Aberdeenshire Council.

The hirer shall be responsible for obtaining any licences for their event not otherwise covered by the hall's Public Entertainment Licence

In Aberdeenshire, no additional Theatre Licence is required for public performance of a play, ballet or opera, but additional licences may be required for:

#### Alcohol:

You do need an alcohol licence if you are planning to supply or sell alcohol. You need to apply to the council at least six weeks in advance. You do not need an alcohol licence for a BYOB event, or where the alcohol is provided free and there is no charge for entry.

#### Raffles:

You do not need a licence if the raffle tickets are sold and drawn as part of a function to people attending the function, the prizes are not worth more than £250, tickets on sale are not worth more than £20,000, and annual aggregated proceeds are less than £250,000 a year.

If raffle tickets are sold only to members of a club, organisation or office, the proceeds are less than £20,000 and annual aggregated proceeds are less than £250,000 a year, you do not need a licence but you should register with the local licensing authority.

You do need a licence if raffle tickets are printed and sold in advance of the draw. Licences are obtained from Aberdeenshire Council.

#### Gaming:

A licence is normally required for games which involve skill and chance, such as bingo, and can be obtained from Aberdeenshire Council

#### Films:

A Licence is required and can be obtained from Aberdeenshire Council.

#### Television:

The use of a television in a village hall requires a TV Licence

#### Music:

Musical performance (live, recorded, discos, karaoke, keep fit and dance classes etc). A Performing Rights Society Licence is required contact 0800 068 4828.

For all other enquiries contact 0845 309 3090 or 3, Rothesay Place, Edinburgh, EH3 7SL

To play sound recordings using CDs, tapes, records at music events or as background music. A Phonographic Society Licence is required. Contact 0207 534 1000 or [www.ppluk.com](http://www.ppluk.com)

#### Market Trading:

Antiques fair, second hand market, car boot sale etc may require a Market Trading Licence

Contact Aberdeenshire Council for information [licensing@aberdeenshire.gov.uk](mailto:licensing@aberdeenshire.gov.uk)





## INSURANCE

We are insured via Highland Council (Tel: 01463 70241 with Zurich Municipal (Tel: 0845 600 3184)

We are insured for

### Property:

- Loss of building (demolition, site clearance, re-instatement).
- Fire, lightning, explosion, flood, malicious damage, accidental damage, theft, aircraft, earthquake, subterranean fire, riot and civil commotion, storm, escape of water, impact, damage to television aerials, leakage of oil, falling trees, accidental damage to glass and sanitary ware.

### Liability:

- Employer's liability.
- Public liability
  - Covers members of the public attending activities organised by the charity trustees and for liabilities arising from the condition of the hall.
- Hirer's public liability
  - Allows the charity trustees to hold public liability cover, which extends to cover the public liability of those who hire the hall (for occasional activities).
  - *Where activities are not run by the charity trustees but are run regularly in the hall and for profit, the hirers would be expected to hold their own public liability cover.*
- Product Liability
  - Cover in the event that products made or sold by the charity trustees are faulty and give rise to a claim.
- Personal Accident
  - Cover for personal injury arising from an accident or assault where the charity trustees are not held legally responsible.
- Fidelity guarantee
  - Insurance to cover loss arising from dishonesty by an employee.
- Contents
  - Based on the value of contents



## CRATHES HALL BOOKING FORM

Please complete all sections and send to the Bookings Secretary. (Email [hall@crathes.com](mailto:hall@crathes.com))

Note that at present bookings cannot be accepted for “Teenage Parties”

First Name		Surname	
Name of Organisation (If booking on behalf of a group)			
Your Address			
Your Email			
Landline telephone number			
Mobile 'phone number			
Description of proposed event			
Date and Time Hall will be required from		Date and Time Hall will be required until	

I have read the Terms and Conditions for the hiring of the hall. <i>(Tick one response)</i>	Yes, and I agree to be bound by them.	
	Yes, but I need further information before booking	
I have read the HSE Management information note and understand my responsibilities <i>(Tick one response)</i>	Yes, and I agree to be bound by them.	
	Yes, but I need further information before booking	



## ACCIDENT/INCIDENT REPORT

If there is an accident or incident whilst using or working in the Hall, please complete this form so that we can learn from it. The information recorded will be strictly confidential.

THE INCIDENT		
Date	Time	Location
What were the persons involved doing?		
Describe what happened		
What injuries, if any, were received?		
Names of injured parties		
Were you able to treat them from the first aid kit?		
What, if any, professional medical help was needed?		
Any comments or other information?		
Reporter	Signed	Date
Address		

**Please give the completed form to the Duty Trustee**

**FOLLOW UP ACTION BY THE TRUST:**