



Information for Hirers

Before your event:

Please contact the Centre Manager a few days before your event to confirm your booking and discuss any special requirements. If possible please arrange to visit the Centre to be shown everything including the instructions for the intruder alarm and other important information.

The Centre Manager will text you the day before your event with the current codes for the keysafe and alarm. Please phone or text 07754 574552 if you do not receive the codes.

Entering the Building:

In the keysafe is the front door key (No 1) and the key to the padlock on the barrier across the car park entrance (No 31). Unlock the front door and enter the building. You will hear the intruder alarm beeping. The alarm panel is inside the cupboard on the right near the front door. To disarm the alarm simply enter the four digit code. The display will say "System Unset".

When you arrive:

The kitchen is to the left of the front door and the main hall is straight ahead. If the door is locked, enter the code 1490Y to open the door and then leave it on the latch.

The Centre should be in a clean and tidy state when you arrive. If there are any issues you should contact the Centre Manager immediately. Please take photos if possible so we can deal with any problems and prevent them happening again.

Main Hall

The main hall may have one or two small tables and a few chairs. There are adult and children's folding tables and benches stored in the alarm cupboard that you may use. Please let us know how in advance many adult and small chairs you need so we can put them in the hall for you. Please put the tables and benches back in the cupboard after use.

Outside Play Area

There is a secure outside play area which is accessed through the double doors in the hall. This may be used at your own risk. Please make sure the double doors are hooked back when open and that you close them securely when you leave. The key to the gate (which is a fire exit) is stored in the box on the door next to the gate. Please ensure this remains locked except in an emergency.

Small Kitchen

The small kitchen by the main entrance is available for use. There is a kettle, urn, microwave and small fridge available. There are some mugs, plastic cups, cutlery and jugs available in the end cupboard above the microwave.

Equipment

Soft play equipment, a ball pit and toys are available to hire on request for an extra charge. Please return all items to the store at the end of your party.

Fire Exits

A copy of the Fire Evacuation Plan is attached. Please familiarise yourself with the fire exits and procedure in the event of a fire. Please do **NOT** use the Fire Exit door in the corridor by the toilets to access the patio except in an emergency.

Wi-Fi Network: Lower Green wifi **Password:** Lgreen123

Clearing up and Cleaning

Please leave the venue as you found it. Please remove any crumbs, litter, etc and sweep / vacuum floors and corridors you have used. Please wipe up any spillages and report any damage or breakages for which there may be a charge. Please check that the toilets are left in a clean and tidy state ready for the next hirer and check there are no taps left running.

There is a vacuum cleaner, large broom and dustpan & brush in the cupboard by the front entrance together with some wipes. There is a blue mop and bucket in the small kitchen for use in the hall and kitchen **only**. The red mop and bucket for use in the toilet areas **only** is in the disabled toilet. An additional cleaning charge (£15 per hour) will be made if the building is not left clean and tidy ready for the next hirer.

Please take **ALL** your rubbish, recycling and food waste with you and empty any bins that have been used. Please do **NOT** use the Centre's waste bins, which are locked, or the rubbish bins on the recreation ground. Please bring your own rubbish bags or use the ones provided in the kitchen.

Leaving the building

Please close any windows and shut and lock all doors. Please turn out all the lights – the lights in the toilets go off automatically so may still be on when you leave the building. Please set the alarm by entering the four digit code only. If the alarm won't set, check the exit doors are all shut. Leave by the main entrance door, locking the door and replacing the key in the keysafe. To lock the front door you need to lift the handle before locking. Please double check the door is locked as sometimes the key goes round without the lock engaging.

Reporting problems and feedback

Please report any problems and let us have any feedback either by phone 07754 574552 or by email info@lowergreen.org. We hope you have a good time and please recommend the Centre to your friends and family!

Lower Green Community Centre
Charity No: 1185574