

Benenden Village Hall Hall Hirers' Handbook

Updated: August 2026



A guide for persons hiring Benenden Village Hall

John Betts, Hall Manager (07562 993856)

Benenden Village Hall, The Street, Benenden, Kent. TN17 4DE

Welcome



John Betts, Hall Manager

Welcome to Benenden Village Hall. I took over the hall manager role at Benenden Village Hall at the beginning of May 2023. I am responsible for all matters relating to the hire and general maintenance of the hall.

I work from the community office at the hall which is open 09:30 to 12:30, Monday to Friday.

Please feel free to pop in and say hello or to enquire about hiring the hall for your event, club or class. We also have an excellent selection of clubs and classes that take place at the hall on a regular basis. If you would like to have a look around the halls and the facilities we have to offer, please contact me to arrange a convenient time.

This handbook has been designed to provide hirers with key information relating to hiring Benenden Village Hall.

We have a host of information on our website with photographs to assist you. There is also a Frequently Asked Questions (FAQs) page so hopefully you will be able to find the information you need.

<https://benendenvillagehall.org/>

John Betts, Hall Manager

Parking

There are two free car parks at Benenden Village Hall: the large main car park at the front of the building and the small car park at the side of the building by the main road.



Main Car Park



Side Car Park

Both car parks are on private property owned and maintained by Benenden Village Trust and are primarily for the use of persons attending Benenden Village Hall. Parking is also permitted for persons using other Trust facilities such as the recreation field, children's play area as well as the bowls club.

Use of either car park for dropping off / picking up from the nearby Primary School has not been approved and the school have asked parents to park in the school car park or around the Green and walk along the footpath provided for this purpose.

The car park spaces nearest the main entrance are reserved for use by disabled badge holders. Drivers are requested to park considerately, and parking is not permitted on the grass areas or pavements. Please do not obstruct the main entrance.

PIR floodlights operate in the car park when it is being used during the evening.

Overnight parking is not generally permitted at Benenden Village Hall without permission of the hall manager.

Persons using the car parks do so at their own risk and Benenden Village Trust accept no responsibility for loss or damage incurred to vehicles or injury to persons using the car park.

Accessibility

Benenden Village Hall is accessible for persons with reduced mobility or using pushchairs, wheelchairs & mobility scooters. There are no steps when accessing the hall and doorways are wide enough for wheelchair access with easy access to the main hall, small hall / meeting room, kitchen & toilets. Well-behaved dogs are welcome at the hall but any mess but be cleaned up.



There are designated disabled parking spaces next to the entrance.



The footpath in the car park has dropped kerbs for pushchairs, wheelchairs & mobility scooters.



There is an accessible toilet with baby changing facilities in the foyer / lobby.



The sound system in the main hall incorporates a hearing loop for use with compatible hearing aids.

Please Note: There is no access to the main hall stage or balcony area for wheelchairs or mobility scooters. Access to the changing rooms / showers is possible using the rear door which must be secured after use.

If you have any suggestions to improve access or facilities at Benenden Village Hall, please contact the hall manager to discuss.

Main Hall



The large Main Hall, measuring approximately 18 x 8.5 m (153 m²), has capacity for a maximum of 195 people (standing), 180 seated for shows, lectures, etc. and 120 guests at formal functions with large round tables seating 8-10 persons.

Small Hall / Meeting Room



The Small Hall / Meeting Room, measuring 8m x 6 m (48 m²), is ideal for smaller events, classes or meetings (ceiling height is approx. 2.4m). It is well lit with windows along the front of the building overlooking the car park and recreation field.

Recreation Field / Football Pitch



Whilst local individuals and families are welcome to use the field, organised events, such as football matches or training sessions, and commercial activities will require the field to be hired.

There are changing rooms at the hall, with toilets and showers, that can also be hired.

Persons hiring the hall for children's parties can use the field as part of their booking, but additional fees may apply if persons, or organisations, wish to use the field for parking or bouncy castles, etc.

Please enjoy using the recreation field and football pitch but remember this is a shared public space in a residential area and is used by families with young children. Please be considerate when using the outside spaces at Benenden Village Hall . Thank you for not using offensive language.

Building Access

Benenden Village Hall has a state-of-the-art facial recognition door entry system which can also be used with issued proximity cards or temporary QR codes to gain access to the building.

The Hall Manager is responsible for managing the door entry system and regular hirers can be added to the facial recognition system.

Temporary QR codes can be created and issued to persons hiring / using the hall on a one-off or occasional basis. The QR codes will be issued together with instructions on how to use them. Hirers may share their QR code with other persons requiring access to the hall during their hire period (e.g. caterers or other family members) as part of the same booking. QR codes should not be shared with guests. QR codes can be printed off or displayed on a mobile phone / device.

After building access has been validated, the door entry system will announce “Welcome”, and the outer entrance door will be heard to click and unlock. The left door can then be pulled open. After a few seconds, the door will re-lock if not opened.

The main entrance doors can be left open. To open the other door, top and bottom locking bolts need to be disengaged on the edge of the door. Hirers must ensure that both doors are secure when leaving. The inner doors for the communal foyer / lobby and main hall can be hooked open.

Hirers are responsible for the hall during the period it is hired and whilst hirers may leave doors open for persons attending their event, consideration should be given to closing the doors to prevent anyone else entering the building after their event has started.

It is the policy of Benenden Village Hall not to book either of the halls without a 15-minute gap between bookings unless by prior arrangement. However, hirers should be mindful that when only one of the halls has been booked, there may be another booking / event in the other hall. Hirers are requested to minimise disruption to other persons using the venue where possible. It is recommended that the entire venue is booked for parties.

Lighting

External lighting is operated by PIR sensors during the hours of darkness until midnight.

Light switches for the entrance and communal foyer / lobby are located just inside the main entrance on the left by the fire control panel.

All of the internal lighting has been upgraded to LED lights which are more reliable, efficient & economic. The lights for the toilets and changing rooms are sensor operated and set to go off after 5 minutes. The lights in the electrical equipment cupboard, backstage area step and staircase by rear entrance to the hall are also sensor operated for safety reasons.

The main hall light switches are located just inside the main hall. There is a panel of 4 light switches that control alternate lights around the hall to provide the flexibility to tailor the lighting to hirers' specific needs. Press each switch once to switch lights on / off or press and hold each switch to adjust the brightness. The lights on the balcony area can also be dimmed as required.

Additional lighting is available for the stage areas. Light switches are located 'stage left' by the electrical equipment cupboard.

Additional high-level floodlights, not for general use, are available in the main hall for persons hiring the hall for playing sport. The light switches for these are located in the cleaning cupboard in the communal foyer / lobby.

In addition to the blinds in the main hall and the small hall / meeting room, the main hall also has high level sky lights with blinds. Please advise the hall manager if the blinds are required to be open or closed. Hirers may operate the blinds themselves but would need to use a chair / ladder. The blinds above the balcony area are not operable and are awaiting replacement.

The hall is fitted with emergency lighting to identify exits in the event of an emergency, power cut or fire alarm activation.

Hirers are requested to ensure all lights are switched off when leaving the building.

Ambient Lighting

The main hall has LED light strips along the walls and around the stage which hirers are welcome to use to add atmosphere to events. The controller is on the stage floor (opposite side to the steps) there are instructions on the wall (on the stage). for example, to set blue lights around the hall, switch on the controller, set sliders 3 & 6 to full and the master slider to full. Please turn off the ambient lighting after use by setting the 'Master' slider to 0 and turning off the switch on the side of the controller.



The LED lighting strips around the stage and along the walls of the main hall can be used independently from the stage lighting system using the controller pictured here. The on/off switch is on the side.

The six slider controls* are used to set the colours of the lighting strips. The first 3 sliders operate the lighting strip around the stage, and the second 3 sliders operate the lighting strips along the walls of the hall. The 'MASTER' slider controls the brightness of the lights. The 'BLACKOUT' button can be used to turn off all of the lights. *If the sliders are not working, try pressing the blue button once and try again.

Slider	Colour	LED Light Strip
1	Red	LED Light Strip Around Stage
2	Green	
3	Blue	
4	Red	LED Light Strips Along Walls
5	Green	
6	Blue	

The colour of the LED light strips can be changed by varying the levels of red, green and blue. Every colour has a corresponding 'RGB' value made up of three numbers (0-255) that represents the proportions of each colour (red, green & blue) that can be combined to produce the required colour.

For example, pink (raspberry) has an RGB value of 255-0-125.

- The red slider needs to be at its highest setting (255 / 100%).
- The green slider needs to be at its lowest setting (0 / 0%).
- The blue slider needs to be around halfway (125 / 49%).

Electrics

Benenden has a 3-phase electricity supply for which the main supply switch / lever is located on the main hall stage (stage left). Other electrical equipment is located in the adjacent cupboard on the stage. The cupboard light is operated by a sensor and will turn off after a few minutes.

Please note that hirers are not permitted to use any of the electrical audio / video equipment unless included with their hire agreement and they have paid the appropriate hire charge or are permitted to do so.

Circuit breakers are located in the two panels inside the cupboard on the stage. In the event that power is tripped during a period of hire, competent persons are permitted to reset trip switches. However, hirers may also contact the hall manager who may be able to attend, reset the circuit breakers and investigate any issues.



Electrical Equipment Inspection & Testing

Benenden Village Trust are responsible for ensuring that its electrical equipment has been safety tested. If hirers are using any of their own electrical equipment (or using a company that will be doing so) they must ensure that the equipment has been tested / is safe to use.

Hirers may be liable for any injury, loss or damage incurred as a result of their own electrical equipment.

Heating

The Main Hall is heated by a large gas boiler, in the locked boiler cupboard, with warm air vents situated around the main hall. The main hall heating is controlled by a schedule and thermostat. The hall manager is responsible for setting the times and temperatures for heating the main hall. However, hirers may adjust the thermostat to suit their own needs. It is not necessary to reset the thermostat after use as it will automatically reset as per the programmed schedule.

The thermostat is located in the main hall by the chair & table store and can be adjusted by gently rotating the outer housing.



The hall manager is able to remotely adjust the heating if required to do so. Please advise the hall manager of any specific needs relating to the heating. The small hall / meeting room is heated independently to the main hall by two wall-mounted electric heaters. Hirers may use these as required. Please ensure the heaters are switched off before leaving the building.

Several portable electric heaters are available in the event of any problems with the heating. Please contact the hall manager if these are required.



Wi-Fi

Benenden Village Hall has Wi-Fi throughout the building that hirers and visitors are welcome to use.

Network Name: **Benenden Village Hall**

Password: **Benenden2024!**

Please note that the password is case sensitive.

Alternatively, the below QR Code may be used to connect to the Wi-Fi without having to enter a password. Simply scan the code using the camera on a mobile phone or device:



Notices with the QR Code are placed around the building.

All of the above information is also displayed on the inside of the door for the cleaning cupboard in the communal foyer / lobby.

The Wi-Fi router is located in the Community Office which hirers do not have access to. Wi-Fi extenders are used throughout the building to ensure internet access is available everywhere. Please do not move or switch off any of the Wi-Fi equipment / extenders.



Tables & Chairs

Hirers are responsible for setting up and clearing away tables and chairs. There is a supply of tables and chairs in both halls that hirers are welcome to use. Please ensure that the tables are wiped clean after use.

We have a supply of folding tables of different sizes (16, large, 16 medium and 8 small) which hirers can use. Trolleys are provided for moving tables.



6' Large Folding Table
182 (length) x 61 (width) x
70 cm (height)



4' Medium Folding Table
121 (length) x 68.5 (width)
x 70 cm (height)



3' Small Folding Table
91 (length) x 76 (width)
x 70 cm (height)



6' Large Round Foldable Tables
Approx. Diameter = 184 cm,
Height = 73 cm.

The main hall has a supply of 12 large round foldable tables. These tables are more suitable for formal 'sit down' functions such as weddings and fund-raising events, seating 8 to 10 people, and will require tablecloths.



banquet-style chair

Both halls have a supply of chairs with a total of approx. 200 banquet-style chairs, 40 folding chairs that hirers are welcome to use.

Trolleys are provided for moving chairs.

Chairs are to be returned to the appropriate storage cupboard / location after use with banquet-style chairs (green) left in stacks of 6 chairs.



folding chair
(stored on balcony)

Seating Plans

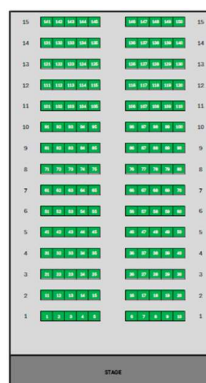
If you are organising an event with more than 50 persons attending and will be using seating (with or without tables), several suggested seating plans are available to view on our website which may prove useful.

<https://benendenvillagehall.org/seating-plans/>

If you will be using seating set out in rows, there are minimum width requirements (1050 mm) for gangways to comply with the guidance for fire risk assessments and evacuation plans. In the main hall, it is recommended that there are no more than 12 chairs in a row with gangways either side, or 10 chairs (5 either side) if there will also be a centre gangway. In the small hall / meeting room, it is recommended that there are no more than 10 chairs in a row with gangways either side, or 8 chairs (4 either side) if there will also be a centre gangway.



Suggested layout for 180 seats in 15 rows of 12 chairs in the main hall.



Suggested layout for 150 seats in 15 rows of 10 chairs in the main hall.

The above suggested seating plans can be easily adapted for public meetings, etc. by using tables in front of the stage and removing rows from the front if required or changing the spacing between rows.

Government published guidance on the use of temporary seating states:

If temporary seating is provided, these should be secured in lengths of not fewer than four seats (and not more than 12). Each length should be fixed to the floor.

Whilst it is impractical for chairs to be fixed to the floor, it is recommended that chairs are joined together using the available straps to reduce the hazard that unsecured seating may cause in the event of an evacuation.

Other Items

Other items that hirers are welcome to use include:



Large Bar

245 (length) x 58 (depth) x 107 cm
(height)

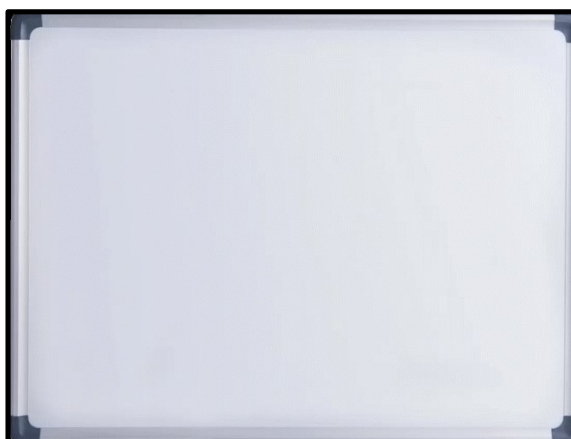


Small Bar

126 (length) x 58 (depth) x 107 cm
(height).



**Portable Flip-Chart Stand /
Whiteboard**
(65 x 90 cm)



Magnetic Whiteboard
(120 x 90 cm)

Hirers are welcome to use any of these items whilst hiring the hall but will need to provide their own dry-wipe pens / magnets for the whiteboards. Simply return them to the appropriate storage cupboard after use.

Please Note: The table tennis tables and equipment in the main hall storage cupboard do not belong to the hall. They are the property of The Weald Table Tennis Club and are not to be used without permission.

Security / CCTV

Hirers are responsible for controlling access to the building during their event and ensuring that uninvited / unauthorised persons do not have access. For events where children will be present it is recommended that the entire venue is hired.

Benenden Village Hall is fitted with CCTV cameras at key locations covering both the inside and outside of the building. The cameras are part of the hall's security system that will record motion when detected at relevant times.



The CCTV cameras are programmed not to record during periods when the halls have been hired and are not routinely monitored when either hall is being used. The cameras can be remotely monitored at any time if the need arose, or in the event of an issue or emergency.

The fire exit doors in the kitchen and main hall may be opened by hirers for easier access, to reach outside areas, for fresh air or to exit the building in the event of evacuation. These doors are not alarmed.

Hirers are responsible for ensuring the building is safe and secure at the end of their hire period - a **Hall Hirers' Checklist** is displayed on the cleaning cupboard door and main exit door to assist.

If both of the outer main entrance doors have been opened, hirers must ensure that both doors are secure and bolts engaged when leaving.



The last person leaving the building (the hirer), except in the case of an emergency evacuation, should do so by the main entrance after ensuring that all windows and doors are secure including any doors or windows opened by the preceding hirer.

Safeguarding

Hirers must be present during their event and are responsible for ensuring that the premises are only used for the purpose described in the booking agreement and may not sub-hire or allow the premises to be used for any unlawful purpose.

Children must be supervised at all times and not permitted to enter the kitchen except under careful supervision. Close supervision of children is also required on the stage and in the car park.

No persons under the age of 18 are permitted to consume alcohol on the premises.

Hirers are responsible for the safeguarding of children and vulnerable adults at their event. There should be a minimum of 2 adults providing appropriate supervision at all times.

The NSPCC recommend the following ratios for the general supervision of children:

- **4-8 years:** 1 adult to 6 children (1:6)
- **9-12 years:** 1 adult to 8 children (1:8)
- **13-18 years:** 1 adult to 10 children (1:10)

Hirers are responsible for controlling access to the building during their event and ensuring that uninvited / unauthorised persons do not have access. For events where children will be present it is recommended that the entire venue is hired.



Hirers should have emergency contact details for parents / guardians of all children attending an event, club or class and ensure that children are collected by a responsible person with permission to do so.

In agreement with the hirer / event organiser, parents are welcome to make use of the balcony area to be 'on hand' for their child / children during an event, club or class whilst allowing them a degree of independence.

Fire Alarm System

Benenden Village Hall is subject to regular fire safety inspections and risk assessments. Fire safety equipment is regularly inspected and tested.

The building is protected by a fire alarm system with smoke & heat detectors throughout the building and alarm activation call points at key locations. A variety of different fire extinguishers and fire blankets are also located at key locations.

The fire alarm control panel is situated by the main entrance to the communal foyer / lobby.



Hirers should not need to touch the fire alarm control panel. If the alarm sounds, the building must be evacuated immediately, and the fire service contacted by dialling 999. The only exception to this will be a false alarm for which the reason for activation is confirmed.

The hall manager must be notified of any fire alarm activations on mobile no. **07562 993856**.

Please note that the fire service is not automatically notified of any fire alarm activations.

Hirers must not use and pyrotechnics, haze, smoke or fog machines without permission from the hall manager as they may activate the alarm.

Activation of the Fire Alarm

Fire Alarm Instructions

It is the responsibility of all hirers to familiarise themselves with the location of the fire exits and fire extinguishers in their immediate vicinity.

Primary evacuation routes must never be blocked. Do not obstruct fire exits or fire-fighting equipment.

If you discover a fire:

- Immediately raise the alarm by

ACTIVATING THE NEAREST ALARM CALL POINT.

- Evacuate the building immediately by the nearest fire exit.
- Call the Fire Service on 999 and provide the address:

**Benenden Village Hall
The Street
Benenden
Kent. TN17 4DE**

**What3Words
jokers.footsteps.majors**

- The nearest public telephone is located: **Front Car Park, Main Road (by the bus stop).**
- If safe to do so, attack the fire using the equipment provided. Leave the building immediately if you cannot control the fire.

On hearing the alarm:

- Remain calm.
- Evacuate the building immediately by the nearest fire exit.
- Do not stop to collect belongings.
- Close all doors behind you.
- Report to the Fire Assembly Point: **Recreation Field / Car Park Entrance.**
- The hirer of the hall is responsible for contacting the Fire Service.

Once the Fire Service gives all clear, hirers will be allowed back into the building.

THE FIRE OFFICER IS: THE HIRER OF THE HALL

In the event of an alarm activation, the Hall Manager must be contacted on **07562 993856.**

Re-setting the Fire Alarm (after activation)

If the fire alarm is sounding, it must only be reset when the fire service, hall manager or hirer has checked the building and is satisfied it was a false alarm or there is no longer any danger, and it is safe for persons to re-enter the building.

The fire alarm system can be controlled by using the key from on top of the panel and placing it in the lock on the information panel (shown below) and turning it clockwise.

The panel will indicate the activation 'zone'.

Zone 1	Zone 2	Zone 3	Zone 4
Lobby Main Hall Small Hall Kitchen Chair Store	Community Office Changing Rooms Rear Corridor	High Level Stage	Balcony



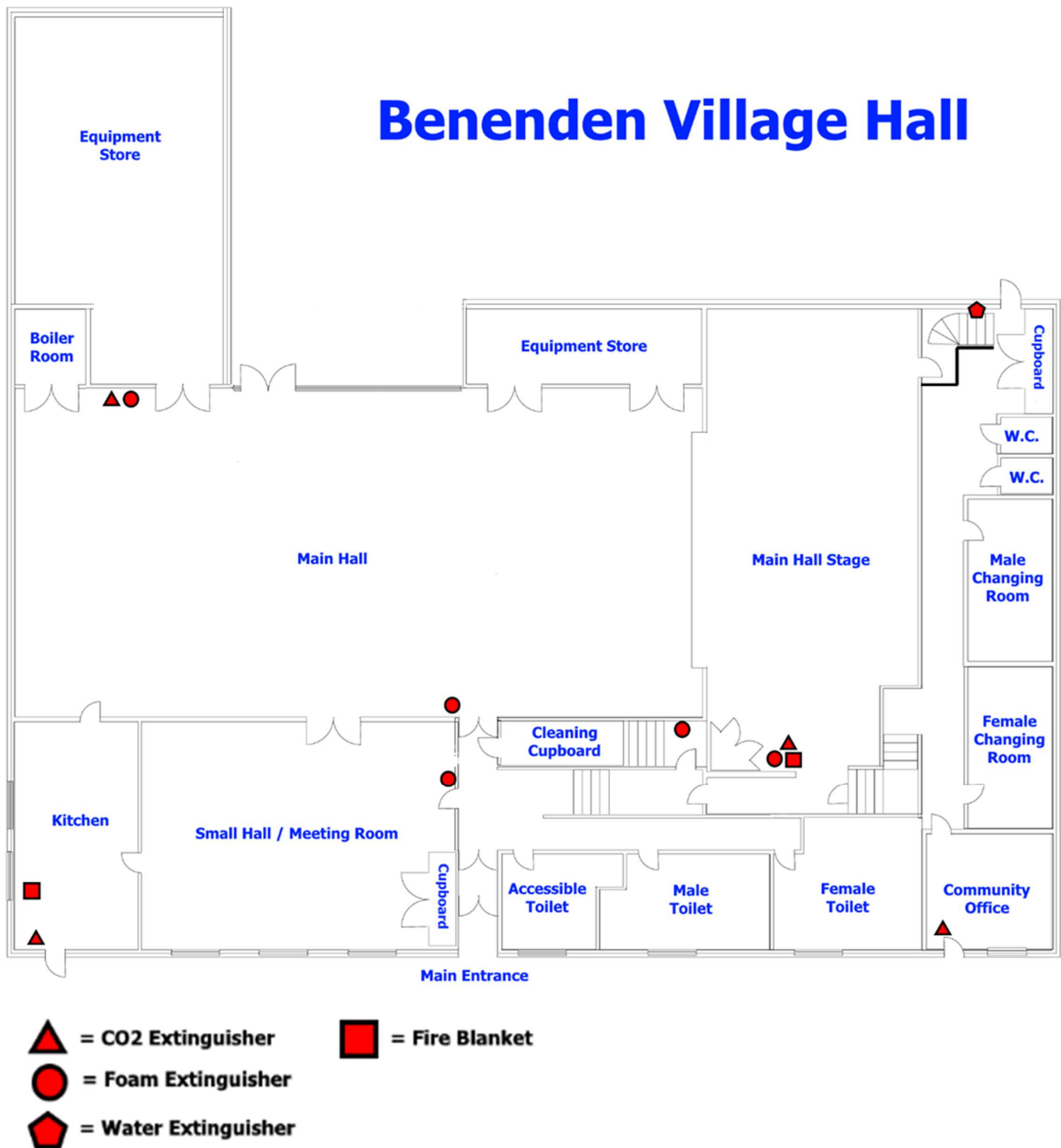
Once everyone has vacated the building, the audible alarm can then be silenced by pressing the '**Silence/Sound Alarm**' button once. The specified area must be checked to ascertain the cause of the alarm.

The sensor activating the alarm will have a red light illuminated. A note should be made of the zone & sensor for further investigation.

If safe to do so, the alarm can be reset by pressing the 'Reset' button once and removing the key.

IMPORTANT: The hall manager must be notified of all fire alarm activations or repeated false alarms.

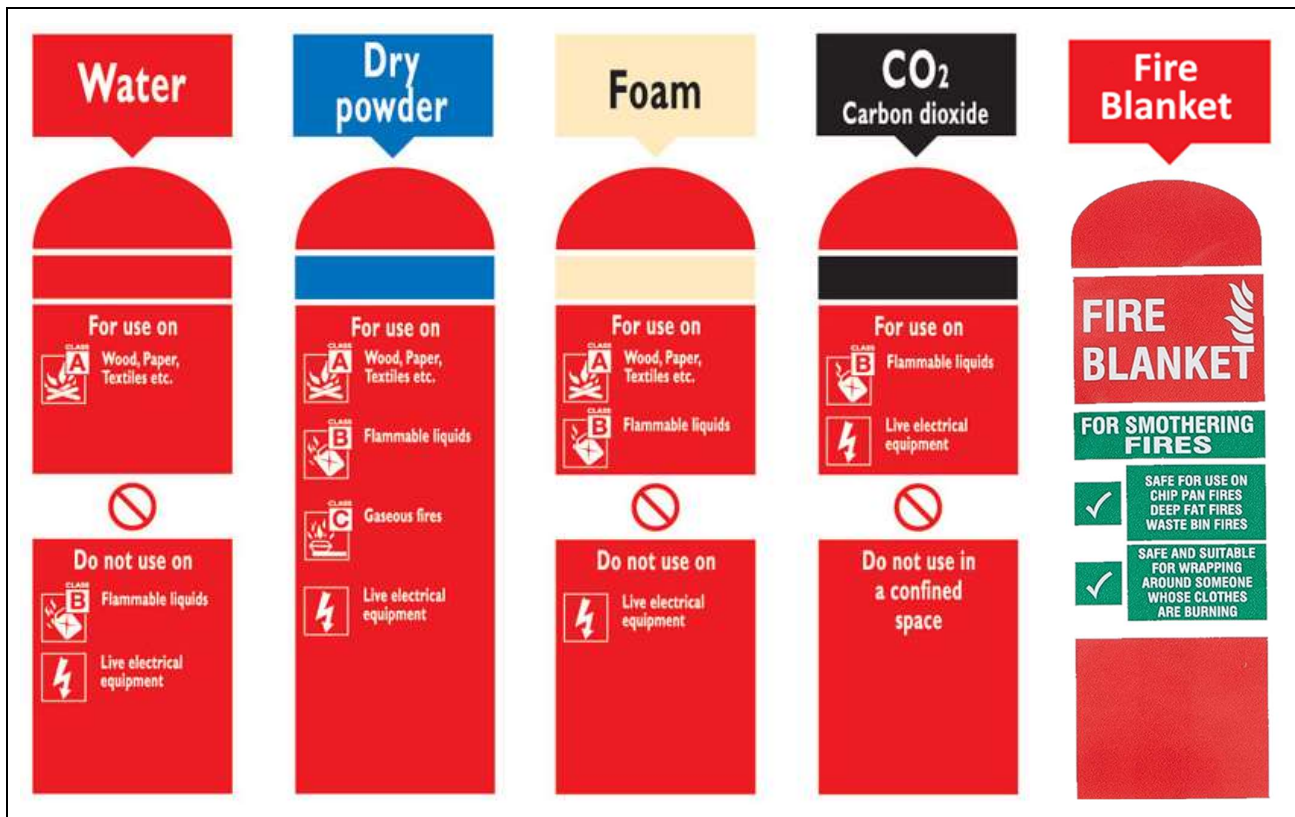
Fire Extinguisher Locations



It is the responsibility of all hirers to familiarise themselves with the location of the fire exits and fire extinguishers in their immediate vicinity.

Primary evacuation routes must never be blocked. Do not obstruct fire exits or fire-fighting equipment.

Types of Fire Extinguisher / Use



Water

A Class: Paper, wood & textiles.

Dry Powder

A Class: Paper, wood & textiles.

B Class: Flammable liquid such as oil & paints.

C Class: Gaseous fires.

Live Electrical Fires

Foam Spray

A Class: Paper, wood & textiles.

B Class: Flammable liquid such as oil & paints.

Carbon Dioxide

B Class: Flammable liquid such as oil & paints.

Live Electrical Fires.

Fire Blanket

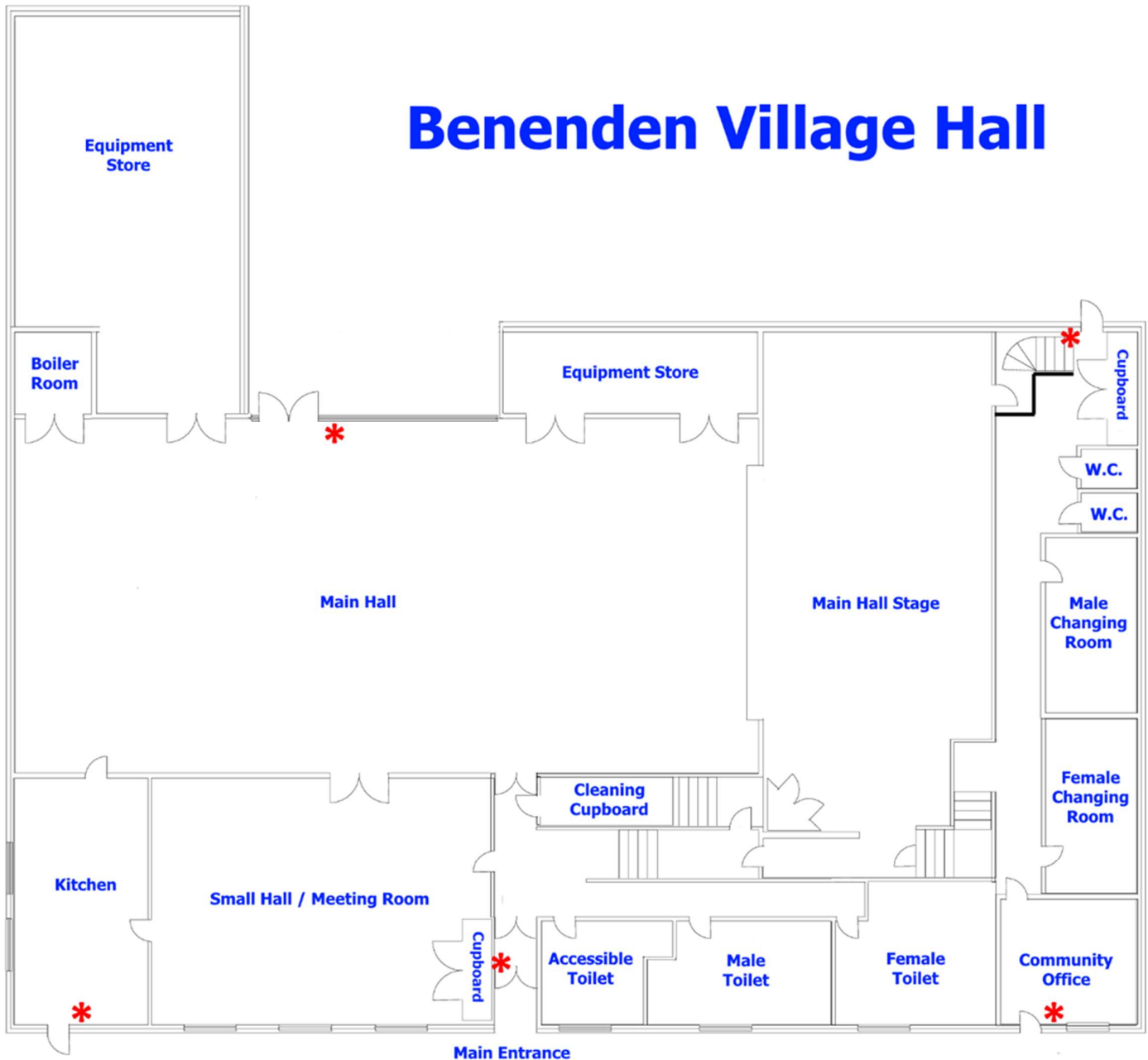
Chip pan fires.

Waste bin fires.

Wrapping around someone whose clothes are burning.

Fire Alarm Activation Call Points

Benenden Village Hall

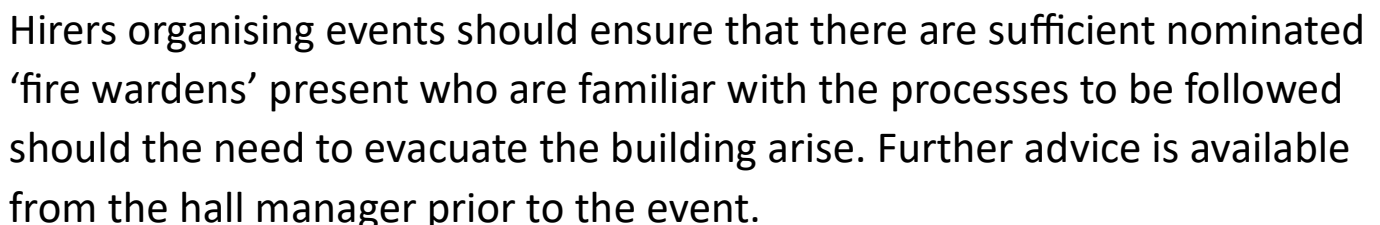


*** = Fire Alarm Point**

Fire alarm call points are only to be used to raise the alarm in the event of a fire or other emergency requiring the building to be evacuated.

There is also a fire alarm bell, located in the communal foyer / lobby, that can be manually operated to sound the alarm in the event of a fire or other emergency.

Benenden Village Hall



Toilets

Toilets, including a gender-neutral / accessible toilet, are located off the communal foyer / lobby and are for use by persons hiring / using either the main hall or the small hall / meeting room. The lights to all of the toilets are activated by sensors.

There are nearby public toilets for use by members of the public who sometimes come into the hall expecting to use the toilets. Whilst it is ultimately up to the hall hirer who they allow into the building, there are no public toilets at Benenden Village Hall. Hirers should consider this when leaving the main entrance open during their period of hire as they could be held responsible for any damage caused during their period of hire.

A notice has been displayed to advise members of the public that there are no public toilets, but also that during office hours they may use the toilets at the Community Office which are separate from those in the main building.

Whilst every effort is made to ensure that each of the toilets are suitably supplied with toilet paper and soap, limited supplies are kept in the cleaning cupboard in the communal foyer / lobby.

Hirers are requested to check the toilets before leaving the building to ensure they are clean and that no taps have been left running.

Separate gender-neutral toilets are located adjacent to the changing rooms. These toilets are intended for use with the changing rooms.

To help reduce energy consumption, all toilets have LED lighting activated by sensors (set to 5 minutes). To help save water, the male toilet is fitted with a Cistermiser Infrared Control Valve for flushing the urinals.



Baby Changing Facilities



'Fold down' baby changing units are available in both the female and accessible toilets.

Babies must not be left unattended whilst using the changing facilities and must be supervised at all times.

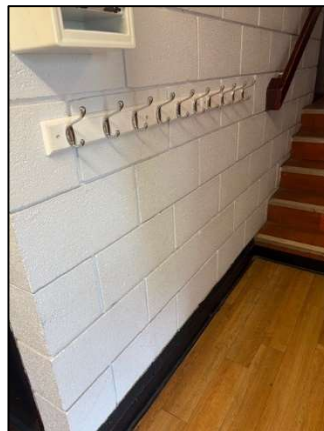
Pushchairs can be stored in the accessible toilet whilst attending an event, club or class.

It is hoped that a supply of baby changing items (disposable nappies, wipes, etc.) will be donated for hirers to use in the future together with sanitary products.

Coat Hooks

There are coat hooks in the foyer for hanging up hats, coats & umbrella's etc. These are situated in the corridor leading to the toilets.

A row of lower-level coat hooks is also available for children to use.



The Communal Kitchen

The kitchen is for use by persons hiring / using either the main hall or the small hall / meeting room and can be accessed from either hall. There are serving hatches between the kitchen and each hall.

The kitchen is well-equipped, and hirers are welcome to use any of the items or equipment in the kitchen.

Whilst every effort is made to ensure the kitchen is suitably supplied with paper towels, washing-up liquid, soap and additional rubbish sacks, limited supplies are kept in the cleaning cupboard in the communal foyer / lobby.

The hot water in the kitchen is very hot, and care should be taken to avoid any accidents. It is advised that young children are not allowed in the kitchen when it is being used. The water in the kitchen is heated independently by an under-sink water heater, in the event that there is no hot water in the kitchen, hirers should check that the wall switch labelled 'Under Sink Water Heater' is switched on.

A kettle is provided for hirers to use although the kitchen is also equipped with a boiling water machine to provide boiling water for hot drinks / cooking for larger events. This is normally switched off and can be switched on at the wall switch to the left of the machine labelled 'Water Boiler'. The machine will take approx. 20 minutes for the water to reach the appropriate temperature but will then continually heat the water to provide instant boiling water as required.

Hirers are requested to ensure that the kitchen is left clean and tidy, items have been put away, personal items removed from the fridge / freezer, and the boiling water machine switched off.

There is an emergency fire exit from the kitchen into the main car park. This is not alarmed, and hirers are welcome to use this door for loading / unloading or for accessing the outside rubbish bins (the bins are kept locked with a key on a hook by the exit). Hirers are requested to ensure this door is secure before leaving the building.

Crockery, Cutlery, etc.

The kitchen is well stocked with an assortment of crockery (cups, saucers, bowls & plates), pots & pans, teapots, coffee pot, cutlery, trays, chopping boards, cooking utensils, and glassware (jugs, tumblers, glasses) for hirers to use. There are also plastic plates, bowls, jugs and tumblers for children's parties.

Hirers & hall users are welcome to use any of the items in the kitchen but are asked to ensure that items are washed and put away after use.

PLEASE NOTE: Hirers are advised to bring their own knives for preparing food, cutting cakes & quiches, etc. as only cutlery knives are available at the hall.

There are no charges for breakages of individual items of crockery or glassware, but hirers are asked to inform the hall manager so an assessment can be made as to whether items need to be replaced.

Professional Caterers

Professional caterers will often provide their own equipment and utensils.

All electrical equipment brought into the hall must have been tested and be certified as being safe to use. It is the responsibility of the hirer to confirm that this is complied with.

Benenden Village Trust does not accept any responsibility for equipment belonging to the hirer, or a third party, used in the hall during a booking, nor any damage however caused.

Do not operate or touch any electrical equipment where there are signs of damage, exposure of components or water penetration and bring to the attention of the hall manager.

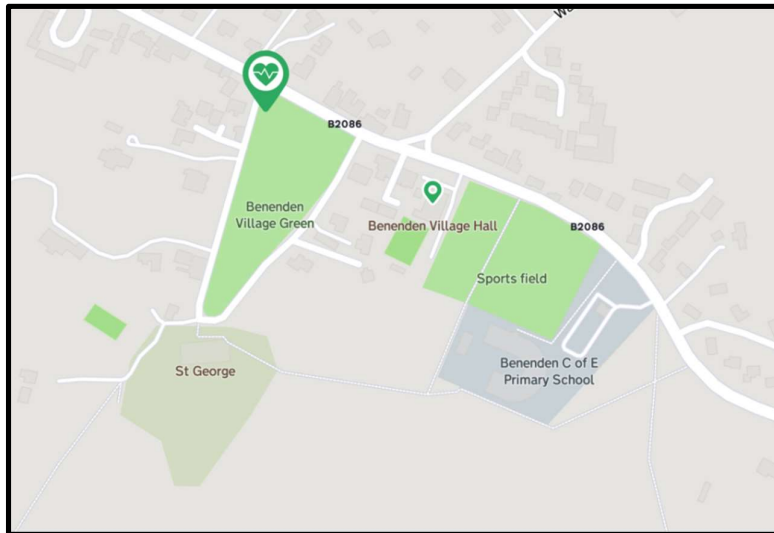
Hirers are welcome to share the temporary QR Code they are sent to access the building during the period of hire. Caterers are welcome to contact the hall manager directly if equipment is required to be delivered / collect outside of the period for which the hall has been hired.

First Aid

The hall has a basic first aid kit in the cupboard in the kitchen. In the event of an emergency, hirers are advised to telephone **999** and request an ambulance. The full address for Benenden Village Hall is printed on the back cover of this booklet together with the What3Words location code.

The nearest defibrillator is located on the far side of the village green at

Wheelwrights House, The Street, Benenden, Kent, TN17 4DJ



Further information about the nearest defibrillator, instructions on how to use it, and links to first aid information can be found on the Benenden Village Hall website:

<https://benendenvillagehall.org/first-aid/>

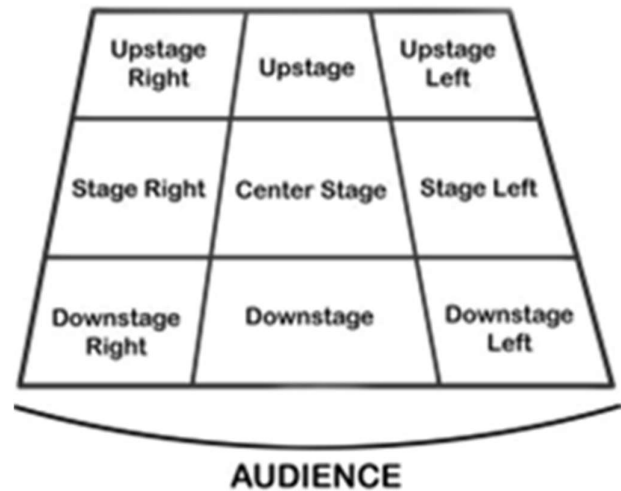
or by scanning this QR Code using the camera on a mobile phone or similar device:



Copies of the St. John Ambulance '**First Aid in an Emergency**' booklet are available for reference in each of the halls and on noticeboards.

Please do not remove these from the hall.

The Stage



Use of the stage is included with hire of the main hall although additional charges apply for hiring the sound system, microphones, projector and the stage lighting console.

All of the stage curtains are opened / closed manually and should only be operated by a competent adult.

The stage is used for both professional and amateur stage productions and, due to its lighting and height (raised 1 metre from the floor), presents a potential hazard to persons using the stage. Care should be taken when using the stage and children using the stage should be suitably supervised at all times.

The steps leading onto the stage can be positioned on either side of the stage or removed and placed on the stage.

To the rear of the stage are doors leading to the changing rooms. Unless the changing rooms have also been hired, persons should have no reasons to access this area. In the event of an emergency, persons can leave the building via these doors to an exit from the building.

Additional lighting is available for working on the stage area. This is plugged into a socket (stage left).

PLEASE NOTE

There is high voltage electrical equipment on the stage area. Please ensure that children are suitably supervised at all times when using the stage.

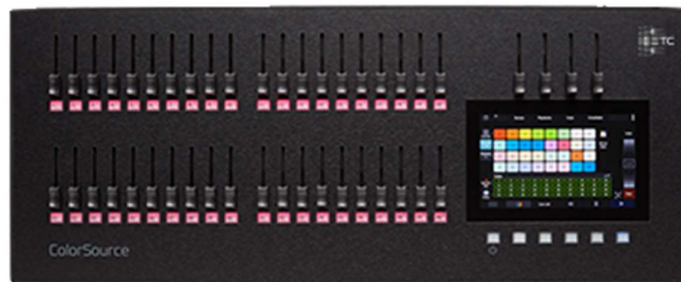
Stage Lighting

The main hall has a professional lighting system with a variety of lights for creating the perfect lighting effects for your show / performance. Whether it is soft ambient lighting to set the mood for a particular scene or using our various spotlights to highlight performers or parts of the stage we can help. Virtually any colour, or combination of colours, can be used with various moving or static effects that can also be applied.

The lighting desk, located on the main hall balcony area, has a good view of the stage and has additional inputs for playing music or sound effects through the hall's sound system and to a projector above the stage for projecting images / videos onto the rear of the stage.

A couple of moving head lights have recently been installed to add to the range of effects that can be achieved.

The stage lighting is controlled by an ETC ColorSource 40-channel lighting console. The ambient LED light strips along the walls and around the stage can also be connected to the stage lighting system and controlled from the lighting console.



Hirers will require a competent person to operate the lighting console who is familiar with DMX-controlled stage lighting.

Additional Lighting

The stage area has additional 20W LED floodlights above the front and centre of the stage as well as stage right and stage left. These are primary for working on the stage area as it is dark when the stage curtains are closed but may be sufficient for lighting the stage area for presentations, speeches, DJ's etc. when full stage lighting effects are not required.

The Balcony Area

The balcony area overlooking the main hall is kept locked and children are not permitted on the balcony unless supervised by an adult at all times. Hirers are welcome to make use of the balcony area – the key is hanging in the cleaning cupboard in the foyer (on an orange fob just inside the door).

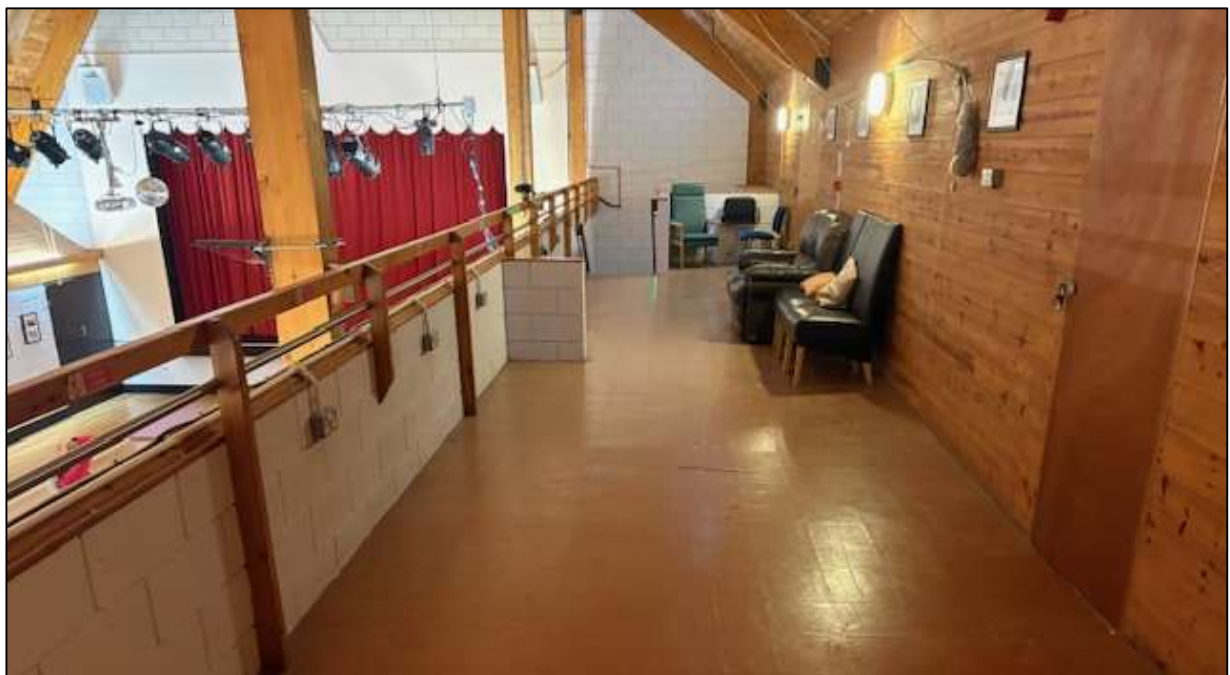
The balcony is a good place for parents, etc. to wait after dropping off or when picking up their children from parties, clubs, rehearsals, etc. There are a sofa and some chairs for this purpose. Hirers can decide whether this area is to be used and noise should be kept to a minimum to avoid disturbing / disrupting classes, etc. This area is not a public viewing gallery.

Regular hirers are welcome to store equipment in the balcony cupboards, but this must be arranged with the hall manager.

The access gate to the balcony must be locked after use and the key returned to the cleaning cupboard. The key must not be removed from the building.

The balcony area is covered by CCTV.

Please note that the balcony area is used for controlling sound and lighting during some performances when access may be restricted.



Cleaning / Clearing Up

Benenden Village Hall is regularly cleaned with regular checks also being completed by the hall manager and/or trustees. However, it will not always be possible to ensure that everything is as expected – especially at busy times or when there are successive / multiple bookings. Any issues should be brought to the attention of the hall manager together with photographs of any damage or items needing to be replaced / repaired. Feedback is always appreciated and will help to improve the experience for other hirers. For urgent matters, the hall manager can be contacted on mobile no. **07562 993856**.

As part of the terms and conditions, Hirers are required to ensure that the hall is clean and tidy before they leave. A **Hall Hirers' Checklist** is displayed on the cleaning cupboard door and main exit door to assist. The cleaning cupboard in the communal lobby has a vacuum cleaner, mop, bucket, brooms, dustpan / brush together with additional supplies of paper towels and rubbish sacks for hirers to use.

All items of kitchenware that have been used are required to be washed up and put away. Spare tea towels can be found in one of the kitchen drawers.

Please Note: Hirers should allow sufficient time within their booking for setting up and cleaning / clearing up afterwards.



All spillages must be cleaned up immediately.

Rubbish & Recycling

Benenden Village Hall encourages hirers to reduce the amount of waste and single-use plastic items. To assist with this the kitchen has a supply of crockery, cutlery, glassware and plasticware that hirers are welcome to use.

Hirers are welcome to use the Benenden Village Hall rubbish and recycling facilities including the two large bins located outside the kitchen which are emptied fortnightly. Please note that there are two separate bins:

General Waste (black lid)



Items of general waste, including glass, should be placed in the general waste bin in black bin bags.

Dry Mixed Recycling (red lid)

Items to be recycled (not glass) should be clean, dry, and placed loose (not in bin bags) in the recycling bin.

Items that can be recycled include:

- Cardboard;
- plastic bottles, pots, tubs & trays;
- paper;
- food tins & drink cans.



As Benenden Village Hall has no facilities for recycling glass, hirers are encouraged to take their empty glass bottles with them to be recycled elsewhere.

The kitchen and the cleaning cupboard in the communal lobby have additional supplies of rubbish sacks for hirers to use.

Due to issues with rubbish being dumped, we have had to start locking the outside bins. Please use the key in the kitchen, hanging on the hook by the fire exit door, to unlock them. Please ensure they are locked after use.

Additional Equipment

Unless otherwise advised, hirers who have hired additional equipment such as microphones should leave any items on the stage for the hall manager to put away.

Please ensure that any items such as the mirror ball, projector, disco lights and microphones are turned off after use.

Benenden Village Hall has adapters for mobile phones, tablets, laptops, and musical instruments etc. to use with the hall's sound system. Hirers should check with the hall manager to ensure their device / equipment will be compatible.

Also see 'Tables & Chairs'.

Projector

Benenden Village Hall has a projector in the main hall that can be hired for parties, meetings, lectures, etc. There are projector screens in the main hall & small hall / meeting rooms that hirers are also welcome to use with their own equipment.

The easiest way to connect to the hall's projector is by using the HDMI cable provided. Hirers should ensure that their device has an HDMI connection or an appropriate adapter.

The projector can also be connected to wirelessly using a laptop, tablet device or mobile phone using the Epson iProjection software or app.

Please speak to the hall manager if you have any questions.



<https://epson.com/support/wireless-projector-support>

Sponsorship, Funding & Donations



Benenden Village Hall is an asset of the Benenden Village Trust (Registered Charity 1176351) and welcomes support and sponsorship from individuals and companies to help keep the hall an important part of daily life in the village.

We are a busy village hall and despite being a popular local venue for regular clubs, classes, events and parties with activities at the hall every day, the high running costs make the venue increasingly difficult to maintain, undertake repairs, and invest in improving the facilities for our hirers and users of the hall. Sadly, the income from hire charges does not cover the running costs.

Benenden Village Hall was officially opened in December 1977 and many of the fixtures, fittings & equipment now needs updating or replacement.

Suggestions

Please let us know if you have any suggestions for fundraising or improvements to Benenden Village Hall, its facilities or equipment.

Funding

Benenden Village Trust has hosted several film nights at the hall which have been well supported and helped raise much-needed funds. These have included 'Butch Cassidy and the Sundance Kid' in December 2025, 'The Italian Job' in April 2025 and 'Casablanca' in November 2024. They are well attended but are only possible with the help and support from local individuals, companies and organisations.

If you, or your company, would like to support us with a donation, or sponsor one of our future projects, it would be greatly appreciated. Please contact the hall manager to discuss how you can help.

Benenden Village Trust



Benenden Village Trust owns and maintains a major group of assets given to the Parish a century ago for the benefit and recreation of all.

The Trust is responsible for:

- promoting facilities for recreation and leisure in Benenden and Iden Green
- the bequests of Lord Rothermere in memory of his sons, Harold Vyvyan Harmsworth and Vere Sidney Harmsworth - the recreation fields in Benenden and Iden Green, and St George's Hall.
- the Trust is managed by Trustees elected by Members
- Membership is open to all aged over 18 living in the Parish and to representatives of organisations and businesses within the Parish.

You can support us by becoming a member of Benenden Village Trust. Membership is open to all aged over 18 living in the Parish and to representatives of organisations and businesses within the Parish.

Membership is FREE!

Please go to the trust website for more information and an online application form.

<https://benendenvillagetrust.org/>

Board of Trustees

If you feel that you have a particular skill or interest that you can bring to the Trust please contact the Trust Manager, or any trustee, for information about becoming a trustee.

Hall Hirers' Checklist

A **Hall Hirers' Checklist** is displayed on the cleaning cupboard door and main exit door to assist hirers with ensuring everything is in order prior to leaving the building.



Hall Hirers' Checklist

Thank you for choosing to hire Benenden Village Hall. We hope that everything has been to your satisfaction. Please feedback any suggestions or issues to help us improve the experience for our hirers.

Before leaving the building, please ensure the following items, if applicable, have been completed:

-  Tables, chairs & equipment put away.
-  All external doors and windows secured.
-  Electrical equipment switched off.
-  Bolts engaged on outer main entrance doors.
-  Internal fire doors closed.
-  Toilets checked and no taps left running.
-  Any rubbish / recycling placed in bins.
-  Boiling water heater in kitchen switched off.
-  Cups, plates, etc. washed and put away.
-  Any spillages cleaned up.
-  Floors cleaned and swept if necessary.
-  All lights switched off.
-  Heaters in small hall / meeting room switched off.

**Thank for your assistance and cooperation to help keep
Benenden Village Hall safe and secure.**

John Betts, Hall Manager

Feedback, compliments and suggestions

Benenden Village Trust welcomes feedback from hirers and users of the hall together with suggestions for improving Benenden Village Hall, its facilities or equipment.

In the first instance, the hall manager should be contacted who will escalate matters to trustees where appropriate. There are also suggestion boxes in the communal foyer / lobby and by the rear entrance where feedback can be given on the provided slips and can be anonymous if preferred.



	☐ Compliment	☐
	☐ Feedback	☐
	☐ Suggestion	☐
	☐ Complaint	☐
Comments:		

Photographs

Photographs should only be taken of children with permission of a parent / guardian.

The balcony area has a great view of the main hall and is ideal for taking photographs / videos of an event.

Benenden Village Hall uses its website, social media and the Benenden Magazine to advertise and promote the hall, its versatility and activities that are available at the hall for people to attend.

It would be greatly appreciated if hirers have any photographs of events, clubs or classes at the hall that are appropriate to share, and they would be willing for the hall manager to use.

Any photographs should be emailed to the hall manager at:

enquiries@benendenvillagehall.org

At the heart of our village

BENENDEN VILLAGE HALL

— • BENENDEN, KENT TN17 4DE • —

*A welcoming space
for our community
to meet, celebrate
and come together.*



Can you help?

Benenden Village Hall welcomes support and sponsorship from individuals and companies to help keep the hall an important part of daily life in the village.

Please see our Sponsorship, Funding & Donations page on our website for information about some of the projects under consideration and how you can help.

<https://benendenvillagehall.org/sponsorship/>



BENENDEN VILLAGE HALL, THE STREET, BENENDEN, KENT. TN17 4DE