

Burtle Village Hall Committee – AGM April 8th 2020

Booking Secretary Report

Making a Booking

Making a booking – Requests for a booking of the village hall may be received by word of mouth, telephone call, email or online booking form.

Telephone - The village hall telephone number is 01278 287837. This is re-directed to the telephone number of the current Booking Secretary.

Email – bookings@burtlevillage.co.uk is redirected to the preferred email address of the booking secretary. These emails can also be copied to other committee members if desired, e.g. the Chair and/or Bar Manager. Alternatively the booking secretary could access the mailbox and collect emails directly without forwarding if preferred.

Website – www.burtlevillage.co.uk or www.burtlevillage.net. There is a booking form on the site but this needs to be amended as currently on the comment feed is captured and forwarded to bookings@burtlevillage.co.uk. The other fields such as name, telephone and email address do not appear to be working – URGENT ACTION required.

Once an enquiry is received it should be acknowledged within 24 hours whenever possible. The following documents then need to be sent to the hirer by email, post or by hand:

- Booking form
- Terms and Conditions
- HSE Policy
- Safe Guarding Policy

The provisional booking will be entered into the Google Calendar to reserve the date and time. An additional free 1 hour is included in each booking to allow for set up and clearance. In some circumstances more may be required and may or may not be charged depending on the discretion of the committee.

Once a signed booking form is received this constitutes a confirmed booking. An invoice may be raised at this time although payment may not be required until nearer the event or immediately after.

For hirers not familiar with the hall a site visit is strongly recommended before the event in order to explain the procedure for unlocking/locking, un-setting and resetting the alarm, lights, emergency exits, kitchen appliances etc.

Invoicing

At present the invoicing for bookings is done by the Booking Secretary as they are conversant with the dates, times and facilities used. Invoices are created using an Excel spreadsheet and recorded in an accounts table.

2019 Summary

Rental income for 2019 was £5,664 compared to £4,870 for 2018. This comprises £3,960 from the follow regular users:

- Burtle Babies £381
- Burtle Parish Council £366
- Burtle Silver Band £807
- Pilates (Gill Hampson) £590
- Hannah's Hoofers £1,520
- John & Rosemary Lang £300

The remainder from occasional users or private functions.

We are fortunate to now have a core of regular users that provides over half of our rental income, we have also benefited from excellent feed-back from users to other groups resulting in bookings from local organisations and cycling groups.

Our Hallmark Level I and II accreditation also helps with bookings from professional bodies.

Booking secretary 2019

Steve Allen