

## Frequently asked questions – Children's Parties

- **Will there be any other events taking place on the same day as our party?**  
There are several function areas in the John Godber Centre. The Ground Floor Rooms and the Portland upstairs. Both areas have their own function bars (if booked) which are for the use of the event in the function room only (Portland has private use of the Upstairs Bar and Ground Floor Suites have private use of the Downstairs Bar) Our team will be able to advise what other events are taking place in the Centre on the date of your party. There will be other users of the building, rooms and toilets. Please let us know the name and age of the child whose party it is for our reception signage the week before the booking so we can help direct guests to the correct room on the day. Where possible we recommend to try and add the room booked to party invites and also mention the best entrance to use for your party.
- **What time will the party need to finish? How long can we hire the room for? When will we have access to start setting up the party area with our decorations etc?**  
Please book your party hire for the time you need to access the room and the time you wish to vacate the room. We recommend three hours hire (2-hour party plus half an hour either side for setting up and clearing away) Your hire time also needs to include the time your suppliers (soft play, DJ, bouncy castles etc.) require access to the room and collection after the party so we'd suggest checking with them to be sure.
- **Are we allowed to light candles? Is there anything we can't have in the room?**  
Unfortunately, due to our smoke detectors the use of candles in the premises is not permitted. Smoke machines/haze machines/bubble/snow machines are also not permitted. Also, talc, gas cannisters, fireworks, hard balls and nerf bullets, lanterns, naked flames, candles (except birthday candles), and confetti balloons/cannons and party poppers are not permitted within the building. (Cake candles are acceptable for birthday wishes) Please *ensure suppliers are aware of this to avoid any disappointments on the day of the party.*
- **Is there parking?**  
There is a public car park at the rear of the building which is pay and display. 0-2 hours is 50p, 2-4 hours is £1 and full day parking is £3. There is no parking in the bays directly behind the Centre these are reserved for the Church and Centre staff, however suppliers may use this space to unload but they will require a parking permit which is available from reception. There is free car parking on Sunday.
- **Where are the toilets? Are they accessible for the disabled/elderly?**  
There are toilets on the first floor for users in the Portland and there are toilets on the ground floor for users of the ground floor Byron Suite (Byron and Bailey). There is also a disabled toilet on both floors.
- **Are we allowed to bring decorations? Balloons, table decor, put banners up with blu tack/pins?**  
Guests are welcome to bring their own decorations and be as creative as they wish. Party poppers, confetti balloons, candles and bubble/snow/smoke/haze machines are not permitted. Decorations can be put up with blue tack but not pins, sellotape, glue dots or adhesives. In the Ground Floor Suite decorations can only be attached to the windows or woodwork, not the walls as this can damage the wallpaper. All decorations need to be removed at the end of the party; this includes decorations and entertainment supplied by external companies. We advise caution when arranging balloon displays and linen supplies from decorators that additional sprays which can make the floor slippery and hazardous for guests are not used. *Please let any suppliers/family/friends know this prior to the party.*

- **Do you have examples of room set ups – Can we design our own if we don't like the 'standard' ones which are provided?**

Our team can discuss your set up plans and what works best from experience, but you are welcome to supply a layout you wish.

- **Is there somewhere guests can get a drink if I don't wish to provide them?**

Tea and coffee can be purchased from reception, and it may be possible to purchase alcoholic/soft drinks from the duty manager. Should you wish to hire the bar area during your party the charge is £30 for a two-hour party for the bar to be open. Urn and mugs hire so you can provide your own hot drinks is £10. You may bring soft drinks to the venue but not alcohol as the venue is a licensed premise.

- **What is included in the cost?**

All our packages outline what is included in the packages but please ask should you require a written breakdown or if you have a bespoke package, we will put this in writing for you. Our rooms are hired unstaffed, and children should be supervised at all times during the party by parents or hirers and in the building. A duty manager will be on the premises at all times should you need anything, but the venue is a public space and there will be other people in the building using our other rooms.

- **Can we bring our own entertainment?**

The Centre packages outline the entertainment options we can offer. You are welcome to use your own entertainers, but they would be expected to work within our requested noise levels and within our health and safety requirements. Please ensure they are aware in advance not to use smoke machines/haze machines/bubble/snow machines which are not permitted.

Our packages include our preferred suppliers who we have used on many of occasions and are good reliable contacts. They know the Centre facilities, noise policies and represent our high customer service levels. All equipment needs to be removed from the premises the same day and by the end of the room hire time. If your entertainer requires longer to set up or clear away, please speak to the team to ensure suitable access times to the room. Please also check the size of equipment hired including the height to be sure it will fit in the room hired. Unfortunately, suppliers may not offer refunds or replacements for equipment booked that doesn't fit in the room, our team can provide measurements of the space booked.

It is the hirers responsibility to check their entertainment companies' insurance and PAT testing.

- **Does rubbish have to be taken with you?**

All items are to be removed from the premises. A few bags of rubbish are permitted to be put in our bin, but boxes are to be removed from the premises. Party helium tanks must be removed from site and not left as rubbish.

### **Soft Play/Bouncy Castle Safety Notices**

If you are hiring soft play/bouncy castle please be aware –

- Children must be supervised using the equipment at all times and remain the responsibility of the hirer at all times.
- For indoor / dry outdoor use. Please do not allow to get wet.
- Please remove shoes to avoid damaging the equipment.
- Please do not play whilst wearing face paints, as these can stain the equipment.
- Do not allow children to play with or ride on bags, portable containers that are used to transport the soft play equipment or play near the generator for the bouncy castle.
- The equipment is cleaned and checked between each hire. Should you notice a damaged item, please notify your supplier immediately.
- Please ensure all balls are returned to the ball pool before the end of the party.
- No food or drink is to be consumed on the equipment