

Frequently asked questions – Christening Receptions

- **Will there be any other events taking place on the same day as our Christening Reception?**
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 and rooms. Please let us know the name of the person the christening is for or the family name for our reception signage the week before the booking so we can help direct guests to the correct room (this is optional)
- **What time will the reception need to finish? How long can we hire the room for? When will we have access to start setting up with our decorations etc?**
Please book your reception hire for the time you need to access the room and the time you wish to vacate the room. Our package includes access from 11.30am for you to decorate the room and layout catering before going to the Church Service. The bar will be open on your return from 12.45 until 15.30 and the room will need to be vacated by 4pm. We can discuss additional hire if this package is not suitable for you, and you wish to hire the room for less/more time. Your hire time needs to include the time your suppliers (if you are having entertainment or outside caterers) require access to the room.
- **Are we allowed to light candles?**
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. (Cake candles are acceptable)
- **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 the 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 in 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 wedding reception.*
- **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.

○ **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.

○ **We are combining the Christening Reception with a birthday party. Can we bring our own entertainment?**

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.

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.

○ **Can we bring our own drinks (corkage charge)?**

Only drinks provided by the Centre can be consumed on the premises, so we don't offer a corkage charge. The Centers prices are not Weatherspoon's prices but are not as expensive as hotels. A pint of larger is currently £4.50 and a glass of wine is £4.90 for a 175ml (please ask for the current price list as prices do increase in line with supplier increases) Bar staff are included in our packages to provide drinks service and drinks packages can be arranged for arrival and toast drinks if required.

Our christening packages include the use of the urn and mugs for you to provide your own hot refreshments for guests and bring your own tea, coffee, sugar, milk etc.

○ **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