

SPACE HIRE - Frequently Asked Questions (FAQs)

- **Can I book the hall for 70+ people?**

If your booking has more than 70 people, the foyer/cafe will need to be hired too. This is due to the hall being busy and people naturally filling out into the foyer space.

- **What is included in our hourly rate?**

Room hire, tables, chairs and a member of staff on site throughout.

- **Why can't we leave our rubbish bags at the centre after our event?**

We have very limited storage for rubbish and our bins are already over capacity by bin day. If we were to add bookings rubbish to this we would be well over our limited and would be refused collection.

- **Can I bring alcohol to my event?**

As long as you are not selling it, yes. Although we will need to risk assess your event and potentially charge for an additional member of staff if there is alcohol being consumed.

- **What's the latest I can hire your venue until?**

The latest we go to is 10pm, and this is when the venue needs to be cleaned, clear and vacated by. Therefore we recommend your event finishing by 9pm/9.30pm to give you enough time to clean/pack away.

- **Can we come in early to decorate and set up?**

Any setting up needs to be included in your booked time. You cannot access the room until the time you selected on your booking.

- **Can I hire a bouncy castle?**

Yes! Please check sizes with us before confirming so we can be sure it fits.

- **Can you help me to promote my public event?**

Yes, absolutely. Please send any marketing items over to comms@upourstreet.org.uk

- **How will our attendees get into the building after 5pm?**

We close our doors to the public at 5pm. Anyone needing access to the centre after this time will need to press the white doorbell and wait to be let in.

- **Can we use the pavement outside of the centre?**

This is a public walkway and does not belong to Eastside. You would need to contact the council for permission.

- **Do you have a kitchen we can use?**

Unfortunately not. If you are bringing your own catering in please note that we do not have a kitchen or washing up facilities available. Dirty items will need to be washed off site, and food will need to be kept warm on food warmers.

- **Will you supply us with cleaning equipment to clear up after our event?**

Yes we have vacuums, mops, brushes, sprays etc that we will supply you with.