

Feedback Form

Please fill out the feedback form below to help us ensure we provide the best service possible. Please circle the category that best describes your experience and feel free to add your comments.

Name of group / event : _____

1. The level of service and support provided during the booking process

2. Excellent Good Ok Poor Very Poor

2. The level of service and support provided on the day

Excellent Good Ok Poor Very Poor

3. The cleanliness and overall presentation of the venue

Excellent Good Ok Poor Very Poor

4. The catering service (if applicable)

Excellent Good Ok Poor Very Poor

5. The bar service (if applicable)

Excellent Good Ok Poor Very Poor

6. Do you have any other comments? e.g. What did we do well? What could we improve on?

Excellent Good Ok Poor Very Poor

7. Are you happy for any of the above comments to be used in advertising the centre?

Yes No

8. Would you like to be added to our mailing list to hear about future events and Centre news? (Your details will not be passed on to any third parties)

Yes No Email: _____

Please return the form to Reception. Many thanks for your comments.

Kind regards,
Bridges Team



Bridges Centre Hirers Handbook

Drybridge House
Drybridge Park
Monmouth
NP25 5AS

01600 228660

reception@bridgescentre.org.uk

www.bridgescentre.org.uk

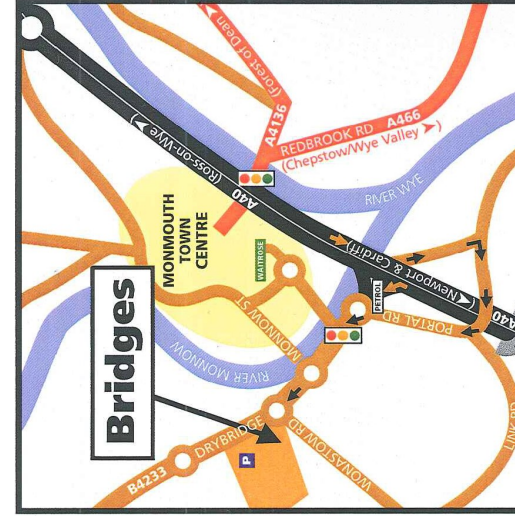
www.facebook.com/bridgescentremonmouth



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BRIDGES CENTRE How to find us



Tel: 01600 228660



From Newport/Cardiff (M4/A449/A40)

1. Go through the Monmouth tunnels and take the first left turn onto the B4293, signposted Monmouth and Treleck.
2. At the roundabout (garage on your left) – go straight ahead and through one set of traffic lights.
3. Go straight over the next roundabout (old bridge on your right).
4. Take the 2nd exit on the next roundabout and then turn left into Drybridge Park. The hospital will be on your right and Bridges is to your left.

From Ross (M5/M50/A40)

1. Go over the roundabout just before Monmouth but don't go into town. Instead follow the dual carriageway (A40) up towards the Monmouth tunnels.
2. Turn left before the tunnels, signposted Monmouth, Treleck and Rockfield.
3. At the T junction, turn right.
4. At the roundabout (garage on your right), turn left and go through one set of traffic lights.
5. Go straight over the next roundabout (old bridge on your right).
6. Take the 2nd exit on the next roundabout and then turn left into Drybridge Park. The hospital will be on your right and Bridges is to your left.

From Chepstow/Wye Valley/Forest of Dean

1. Come into the outskirts of the town over the Wye Bridge.
2. Turn left onto the dual carriageway (A40)
3. Turn left before the tunnels, signposted Monmouth, Treleck and Rockfield.
4. At the T junction, turn right.
5. At the roundabout (garage on your right), turn left and go through one set of traffic lights.
6. Go straight over the next roundabout (old bridge on your right). Take the 2nd exit on the next roundabout and then turn left into Drybridge Park. The hospital will be on your right and Bridges is to your left.

Who's Who at Bridges

Room Hire & Events	Laura Morgan/Angela Price	228660
Fundraising & Publicity	Dorothy Laidler	228664
Weddings	Dorothy Laidler	228664
The Bistro—Catering	Ann Sweetensen	228667
Accounts	Laura Hayward	228663
HR /PA to Centre Director	Beth Baker	228663
Centre Director	Mark Walton	228665
Building Bridges Project	Beccy Williams	228666
Monmouth Social Circles	Ann Brankley / Anne Jenkins	228668
Alzheimer's Society	Jen Evans	719127
Home-Start	Pam Lloyd	715608
Coates Physiotherapy		01291 627226
Firecrest IT Ltd	Rob Wilde	899009
Harthill Consulting Ltd	Lyn Draper	714419
Nail Cutting Service	Graham Jeremiah	07917701263
Natural Health Centre		772622
Monmouth Music School	Josh Abbott	477600
The Lavender Way	Caroline Doré	07836609192

Who's Who at the Shop

Bridges Community Shop	Allison Saunders	715277
Befriending Project	Heather Vincent	888481 / 888482
Community Car Scheme	Gill Jones	07557008743
Volunteering for Wellbeing Project	Miranda Thomason	887568

Who's Who in the Stables

Unit 2—Monmouth Chiropody & Podiatry	Lee Hook	713111
Unit 3—Belles Beauty Treatments	Ellie Joseph	07779985704
Unit 5—Al's Body Mods & Al's Vape Mods	Alan Parsons	07778045846
Unit 6,7 & 9— Mobility Monmouth	David Hill	715766
Unit 8— The Weekend Media	Sam Weston	07968709373

Why Bridges makes a difference

In 1984, a small team of volunteers sat upstairs in offices above the Monmouthshire Beacon and planned a way of creating bridges in the community. Little did they know that thirty years later, Bridges, as it is now known, would be such an important part of Monmouth's community, offering so much to so many people.

Today, Bridges is ...

- the base for a number of charities working with families, older people, adults with learning disabilities and others who need a little extra support
- a focus for the community and a place for people to meet
- a seed bed from which new projects and ideas can grow, to meet the needs we identify in our community
- an affordable, accessible venue and home for many societies, classes and clubs
- a place of employment and training for more than 20 members of staff
- an important part of Monmouth's heritage, as Bridges is based in the historic Drybridge House which it preserves and nurtures with care and respect

And it makes a difference to the lives of ...

- **older people**, who socialise and avoid isolation through our Social Circles group and our Community Connections befriending project, and activities like the weekly tea dance
- **young adults with learning disabilities**, who learn new skills and make new friends through our Building Bridges project
- **young people**, who influence our work as part of Bridges Youth Committee, or get involved in positive activities through the Monmouth Off Street Project
- **volunteers of all ages (more than 100 in total)**, who gain a sense of 'giving something back', make new friends and learn new skills through their work as trustees, gardeners, administrators, or helpers for the groups and charities based here
- **those with mobility or transport difficulties**, who use our Dial-a-Ride taxi/bus service to come to Bridges and get to their regular appointments
- **start-up/small business owners and charities**, who base their organisations here
- **couples starting out on their lives together, or families saying good-byes to loved ones**, who use Bridges as a venue for their weddings or funerals
- **the many thousands of people who walk through our doors each week** to take part in sports, leisure, social, arts, learning activities, public meetings, exhibitions, concerts and other performances.

Evacuation Procedures

As soon as the alarm is sounded, you should leave the building immediately by the nearest fire exit (not necessarily the same way you entered the building). You should then proceed to the fire assembly point (on the grass opposite reception) and report to the person taking the rollcall.

If you are in a group or a meeting, **one person** should take responsibility for reporting for the whole group and should either have a list of people in attendance or a way of checking that everyone is present. You must not try to re-enter the building until the fire wardens (wearing high-vis jackets) have confirmed that it is safe to do so.

Please note that if you have any meetings/groups upstairs, with people in wheelchairs and/or whose mobility is limited, you should make reception (or in the evenings, the caretaker on duty) aware of where you will be. In this instance, someone with full mobility should remain with anyone of limited mobility, by the fire escape on the first floor link corridor, ensuring that a message is sent to the person conducting the rollcall. The fire service would then be informed of the situation. PLEASE DO NOT USE THE LIFT.

Please do not hesitate to ask a member of staff if you have any queries regarding this.

The nearest fire exits for each room are:

Agincourt Hall

use the fire exits to the garden or corridor and follow the signs to the assembly point

Ballroom

use the fire exits to the fernery or corridor and follow the signs to the assembly point

Gallery

use the old front door fire exit and follow the signs to the assembly point

Roberts Room

use the old front door fire exit and follow the signs to the assembly point

Kymin Room

use the fire exit to the car park and follow the signs to the assembly point

Wye Room

use the fire exit in the link corridor and follow the signs to the assembly point

Buckholt Room

use the fire exit in the link corridor and follow the signs to the assembly point

Trothy Room

use the fire exit in the link corridor and follow the signs to the assembly point

Jeffreys Room

use the fire exit in the link corridor and follow the signs to the assembly point

Bistro

use the fire exit to the patio and follow the signs to the assembly point

Bar

use the fire exit to the garden and follow the signs to the assembly point

Bridges Room Hire Rates 2017 - 2018	By the Hour				By the Day	
	Businesses & Private Hire		Charities, Voluntary & Community Groups		Businesses & Private Hire	Charities, Voluntary & Community Groups
	Mon - Fri (7am - 6pm)	Evenings/ Weekends	Mon - Fri (7am - 6pm)	Evenings/ Weekends	8.30am - 4.30pm OR 9.00am - 5.00pm	
Agincourt Suite (Agincourt Hall, Kymin Room, Agincourt Kitchen) Crompton Suite (Ballroom, Gallery, Roberts)	£35	£40	£25	£30	£260	£190
Agincourt Hall/Ballroom	£21	£24	£15	£18	£150	£100
Gallery	£18	£20	£13	£15	£120	£90
Kymin/Roberts/Rolls/Wye	£15	£16	£11	£12	£100	£80
Buckholt/Trothy	£12	£13	£8	£9	£80	£60
Kitchen	£15 per session, please note that outside caterers are not permitted					
PARTIES: When using our catering facilities, for groups of more than 30, room hire will be £10 per hour FUNERAL RECEPTIONS: Flat rate of £20 for room hire, plus catering costs Rates include the room being arranged to suit your requirements. Please ensure you book to include time for your own set up and clearance. Any additional time used will be charged as above (per hour) Prices valid until 31st March 2018 or until further notice						



Bridges Centre Terms and Conditions



General

1. The hirer shall, during the period of hiring, be responsible for the supervision of the area they are hiring and the behaviour of the people who are using the facility.
2. Children must be supervised at all times—1 adult (over 18) to every 10 children (under 18).
3. Vulnerable adults should be supervised at all times.
4. When working with children and/or vulnerable adults, please ensure that you conform to DBS and/or POVA requirements.
5. Bridges Centre has insurance for the fabric of the building, its own equipment, staff, volunteers and users. Any equipment brought into the building is not covered and is the hirer's responsibility.
6. The hirer shall be responsible for informing their group of the centre's emergency evacuation procedures and is accountable for the group during emergency evacuation of the centre.
7. The hirer shall not in any of its activities discriminate on the grounds of race, gender, sexual orientation, age, disability, marital status, religion or political beliefs.
8. The booking time must include preparation and clearing up time.
9. The use of fireworks, smoke machines and haze machines are forbidden on the premises.
10. Please ensure that floors are free from obstructions, such as trailing cables.
11. The misuse of alcohol and drugs is forbidden on the premises. No alcohol is to be brought onto the premises without management consent.
12. A bar can be provided by prior arrangement. The Centre has a licence for the sale of alcohol and reserves the right to be sole trader at any function. Corkage of £7 per bottle will be charged on alcohol brought onto the premises. Income at the bar should aim to exceed £100 to cover costs; the Hirer may be invoiced after the event for any shortfall in income.
13. Catering will be provided by the bistro for an additional cost. You can provide your own catering but outside caterers are not permitted. Catering booked outside the bistro opening hours should aim to exceed £50 to cover costs; the Hirer may be invoiced after the event for any shortfall in income.
14. The kitchen is available to hire. If a complete set of crockery or cutlery (for up to 100 people) is required, it can be hired at an additional cost. Any damage or loss must be replaced at cost price.
15. Smoking inside the building is forbidden. Bridges has a designated sheltered smoking area to the left of the main doors outside reception. Please ensure that the doorway is not obstructed when smoking here.
16. Equipment and furniture will be made available as requested when booking. If extra items are needed please ask a member of staff for assistance.
17. The management reserves the right to cancel any hiring where necessary.
18. The capacity of all rooms is limited—please ask at reception for more information.

19. Music must be turned off no later than 11.30pm on Sundays —Thursdays and no later than midnight on Fridays & Saturdays. Caretakers will inform you what an acceptable level of volume is, please do not exceed this. We reserve the right to limit volume if necessary.
20. Please ensure that cars are not parked as to cause an obstruction at the entrance to, or exits from, the centre. Hirers should do their best to ensure that their guests / customers / clients park with consideration for others. All vehicles are parked at the users own risk. Bridges accepts no responsibility for any vehicles parked on its property. Bridges cannot guarantee parking, we ask that people only use the car park when they are using the building.
21. Hirers who provide services open to the public (classes, support groups, etc.) are advised to provide public liability insurance cover, risk assessment and equipment safety certificate, where appropriate.

For All Bookings (excluding regular hirers)

1. Provisional bookings can be held for up to 10 working days and then they must be confirmed with a 25% deposit to secure the booking. Payment of the balance in full is due 2 weeks before the event.
2. Where appropriate, a damage waiver is required 2 weeks before the event. Deductions will be made for:
 - Additional cleaning costs
 - Cost of repairs to the building or contents as a result of booking
 - Additional time, at the hourly rate
 - Storage of equipment
3. Notification of cancellation must be received no later than 48 hours before the event. If the balance and/or damage deposit have been paid, these will be refunded but the hire deposit (25%) is non-refundable. For cancellations received later than 48 hours before the event, all monies paid will not be refunded (apart from the damage waiver). Bridges reserves the right to charge for any costs incurred in the event of a cancellation.

For Regular Hirers

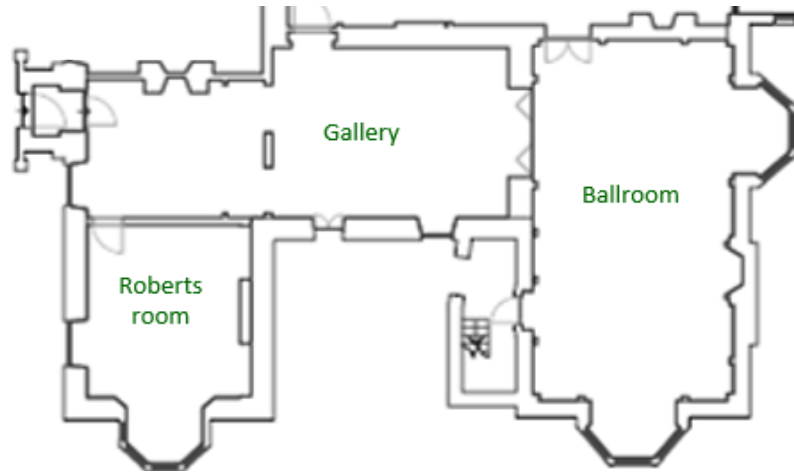
1. Invoices will be sent out at the end of the month and should be paid by 30 days.
2. Calendars will be sent out annually to help and remind you to provide us with the dates that you will require the room. If you do not provide us with your dates, we cannot guarantee your booking. There may be some occasions where you will be required to change rooms, where this is the case we will endeavour to ensure that you are given adequate notice and a suitable alternative is provided.
3. Hirers must inform reception at least 24 hours before the session if they wish to cancel. Bridges reserves the right to charge for any costs incurred in the event of a cancellation.
4. Any storage of equipment before or between sessions will be at the discretion of the centre director.

Room Capacities	Agincourt Hall	Ballroom	Gallery	Roberts Room	Crompton Suite	Kymin Room	Wye Room	Buckholt Room	Trothy Room
Height (m)	3.5	4.25 (Lights)	2.65 / 4.5	2.6		2.4	2.7	2.7	2.7
Width (m)	11.5	6.35	4.0 / 5.2	5.0		6.5	5.0	3.0	3.0
Length (m)	14.5	11.3	13.0	5.5		9.0	9.0	4.0	4.0
Counselling								4	4
Party (see plans)	176	64			111				
Buffet	150	65	47	24	116				
Dining	144	72	44	22	104				
Boardroom or Horseshoe		24	20	12		24	20	4	4
Theatre	200	78	45	30	100	60	25		

Please note that the maximum capacities come with a set layout. Any variations on the layouts must be approved by the Centre Director before they are implemented.

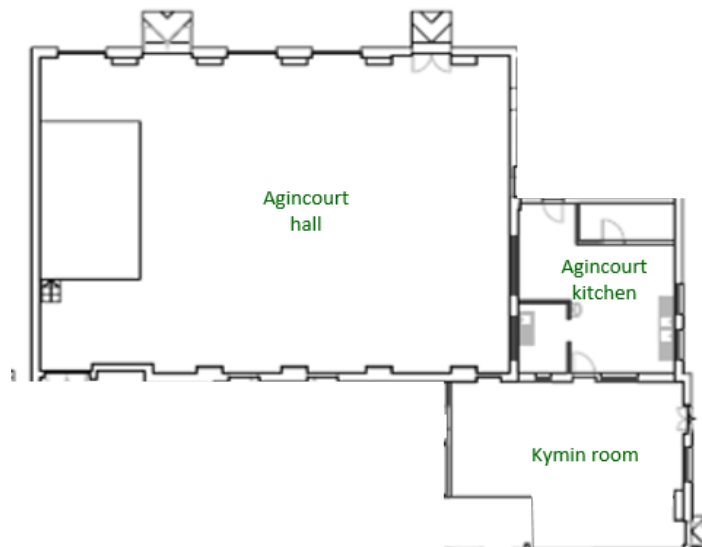
Profile of the Crompton Suite

The Crompton Suite is made up of the Ballroom, Gallery and Roberts room.



Profile of the Agincourt Suite

The Agincourt Suite is made up of the Agincourt hall, Kymin room and Agincourt kitchen.



The Crompton Bar

Our bar is a traditional panelled and beamed room which can be found just off the main entrance hall. We are fully licenced to serve alcoholic drinks on the premises. We can offer a full bar service and drinks package—details available on request.



Catering

Our in-house catering team run our popular bistro and can also cater for your event with a mouth-watering range of buffets and snacks.



Sample menus can be viewed on our website or by request.

For more information contact Ann Sweetensen on 01600 228666 or bistro@bridgescentre.org.uk

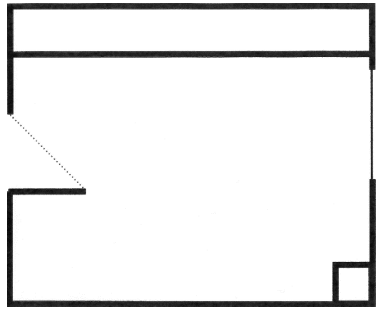


Alternatively, you can provide your own catering, however outside caterers are not permitted. Our kitchen is available to hire at an additional cost.



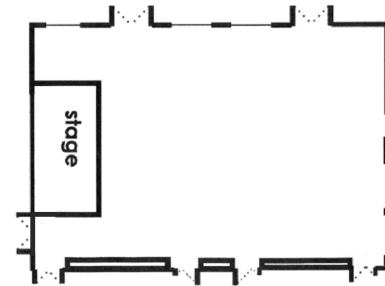
Profile of the Buckholt Room

This is a small room, ideal for meetings of three or four people, or for one-to-ones.



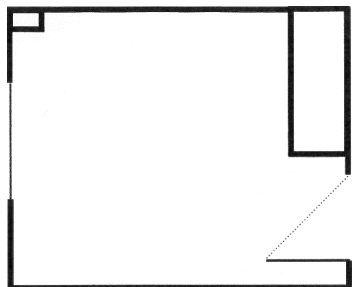
Profile of the Agincourt Hall

The perfect venue for conferences, performances, dinners, dances and parties. Complete with stage, lighting, PA system and offering excellent acoustics for concerts.



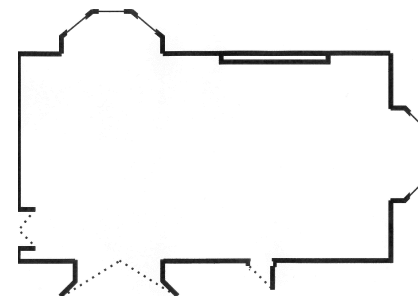
Profile of the Trothy Room

This is a small room, ideal for meetings of three or four people, or for one-to-ones.



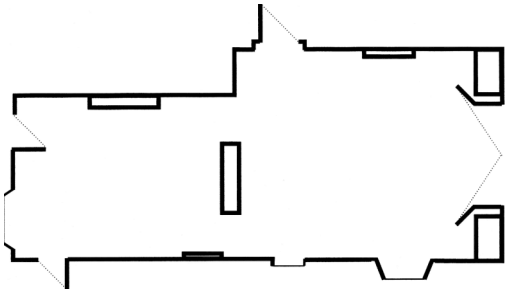
Profile of the Ballroom

At the heart of the impressive suite of downstairs rooms in Drybridge House is the magnificent ballroom, with its impressive ceiling and intricate character features.



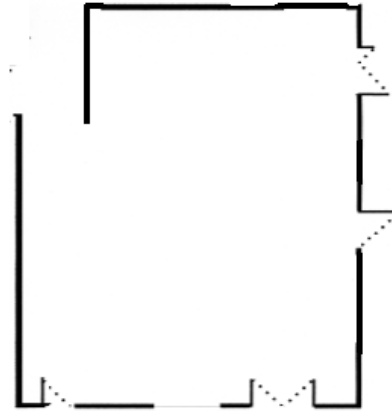
Profile of the Gallery

Once the main entrance for the house, this is an area with great character. Comprising a wood-panelled gallery and the original entrance hall, with its high windows and feature balcony.



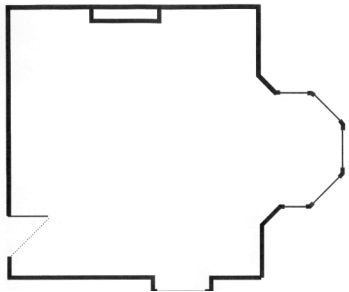
Profile of the Kymin Room

The Kymin can be used as a large meeting room complete with projector and screen. It is adjacent to the kitchen.



Profile of the Roberts Room

A traditional room at the end of the gallery, with a bay window overlooking the garden.



Profile of the Wye Room

The Wye is bright, spacious and versatile. One of its windows overlooks the gardens.

