

Director of Growth
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Thursday 7th February 2019

Dear Hall User,

I am writing to confirm that the hall booking and management of the two community halls, Piper and Queen Mary Hall since the 2nd of January, is being carried out by One Norbiton.

Hall Bookings

Between now and 31st March 2019, all your current hall bookings will remain the same, all bookings paid to RBK have been put into the online booking calendar. If you have a dispute about any bookings you have already paid RBK for, not being on the system please contact me directly and include your invoice and payment receipt.

Bookings can be made up to three months in advance. If you do not have a debit or credit card you will need to contact One Norbiton to make the booking and this will need to be done by Bacs or by Cheque. All details can be found on the One Norbiton website

http://onenorbiton.org.uk/?page_id=2443 and you can book the halls directly by going to <https://kingstonhalls.skedda.com/>

Please note that the booking terms and conditions are on the One Norbiton site and as part of that we are reminding users that the hall should only be used for the hours booked and should be left in the same condition as when the hall user entered the hall. Any breaches of the terms and conditions may result in further payments being taken. All this information is contained in the booking terms and conditions. <http://onenorbiton.org.uk/wp-content/uploads/Hall-hire-Terms-and-Conditions-2018.pdf>

We would also like to remind you that from April 1st 2019, the hall hire prices will increase in line with Retail Pricing Index (RPI) and the charges from the 1st of April are below.

		Piper Hall		Queen Mary
	Discount	Large Hall	Small Hall	Queen Mary
		01/04/2019	01/04/2019	01/04/2019
Standard	0	£26.60	£21.28	£21.28
Weekend	0	£42.56	£34.05	£34.05
3. Regular booking	0	£21.28	£17.02	£17.02
3A. Regular booking (community benefit to council residents)	30%	£14.90	£11.92	£11.92
3B. Regular booking (community benefit to council residents, no other funds)	40%	£12.77	£10.22	£10.22
3A plus 3B and Group unable to pay 3b and activity will cease. NB must have applied for and not succeeded in getting funding (yearly)	70%	£6.38	£4.79	£4.79
Childrens' party (3 hour session, between 9:00 am and 6:00 pm) must be child living in RBK Council housing	40%	£47.88	£38.30	£38.30

Hall Management

The halls will remain the property of Kingston Council and we will be working with One Norbiton to monitor the pilot.

Please direct all your hall enquiries to: One Norbiton, as they will be running the hall services. This includes any concerns, questions, repairs, complaints, and feedback.

- By email: crehallbooking@gmail.com
- By phone, Tel: 0208 439 1837 // 07910844427
- Or by letter: One Norbiton, 61 Madingley, St Peter's Road, St. Peters Road, Kingston Upon Thames, England, KT1 3JG

If there is an emergency in the halls out of hours, you should contact 020 8547 5003

Yours sincerely

Theresa Mayers
Policy, Service Development & Partnerships Officer

