

## FELTON VILLAGE HALL

### FEEDBACK from ONE-OFF HIRERS

**FORM COMPLETED BY** .....

**FOR A BOOKING ON** .....

Thank you for booking Felton Village Hall for your event. We hope the whole process of booking and using the Hall was easy and positive for you. We welcome your feedback – it will help us clarify what works well for one-off hirers and where we should try to make improvements.

The Trustees accept feedback, positive or negative given in any way. All feedback is passed to the Trustee responsible. There are forms and boxes at the Hall for you to use.

This form is designed for one-off hirers once their event has ended. We would be very grateful if you could complete and return it – electronically or on paper. Give it to the trustee who locks up after your event / put it in a feedback box in the lobbies / send it to the Bookings Officer:

[feltonvillagehall@btinternet.com](mailto:feltonvillagehall@btinternet.com) Stobo Cottage, West Thirston, Northumberland NE65 9EG

Please indicate clearly whether your answer is YES or NO		YES	NO
1	Booking the Hall was straightforward		
2	The documents I received were clear and useful		
3	The invoicing process worked well		
4	I asked for a preliminary visit to the Hall		
4a	If YES to no.4 The preliminary visit was pleasant and helpful		
5	Any queries I had in advance of the event were answered efficiently		
6	I was made to feel welcome when I arrived to set up and helped		
7	The Hall was a safe and healthy place for my event		
8	The Hall was accessible and easy to use by everyone in my group		
9	The Hall was clean and tidy on arrival		
10	I could find everything I expected and needed		
11	Everything I needed was in good working order		
12	I had to ask for help from a Trustee during my event		
12a	Is YES to no.12 The problem was solved satisfactorily		
13	I was clear about when we had to vacate the Hall		
14	I was clear about clearing up and cleaning expectations		
15	The checking and locking up visit was on time and pleasant		
16	I would use the Hall again		

Do expand on any of your answers (continue below):

Any other points, big or small, positive or negative about the Hall as an environment and how it is run? (continue below):