

## **Twickenham Rowing Club FAQ**

### **Can we come to view the venue?**

Yes, we recommend that you contact the Facilities and Events manager to make an appointment to come along and view the clubhouse at your convenience to discuss arrangements for your event. Email: [info@twickenhamrc.co.uk](mailto:info@twickenhamrc.co.uk)

### **How much is the booking deposit?**

To confirm your booking a cash or cheque deposit of £200 is required which will be returned at the end of your event providing there is no damage or additional costs incurred during your event. The cheque must be made payable to Twickenham Rowing Club and dated the date of your event and your name and type of event written on the back.

### **Can we provide our own food, or do we would need to use specific caterers?**

You can provide your own food or caterers. There is also a list of caterers familiar with the Rowing Club provided in the info pack sent to all hire enquirers. Anyone preparing food on the premises must hold a Level 2 Award for Food Safety in Catering.

### **Are there disabled lifts and toilets in the premises?**

Yes, there is a disabled lift (staff operated) and disabled toilet facilities on the first floor.

### **Are there baby changing facilities at the venue?**

Yes, we have baby changing facilities and a nappy bin located in the disability toilet.

### **What is the capacity of the venue?**

The clubhouse bar has capacity for 80 individuals or 60 seated for formal dining. If the adjacent gymnasium is also hired, we can accommodate 150 individuals with 120 seated for formal dining.

### **What is your Music and Noise Policy?**

All live music must end at 22:00. Recorded music must end at 23:00 (when the bar closes). At 22:00 the windows and outside doors must be closed to avoid disturbing our residential neighbours. Guests are asked to respect our neighbours and leave the island quietly.

### **Can we hire a band or use an IPod?**

Yes, our venue is fully equipped with a comprehensive sound system. There is an equipment list in the venue hire info pack.

### **What is your smoking policy?**

Smoking is strictly forbidden anywhere on the club's premises and grounds. There is a smoking area just outside the main gate.

### **Can we provide our own drinks?**

No, we offer a wide range of beers, lagers, wines, spirits and soft drinks from our well-stocked bar and can order in specific drinks when required.

### **Can our guests pay for their drinks using cards?**

Yes, we take all major debit/credit cards on a chip/pin terminal.

### **What is your room decorating policy?**

Hirers are free to decorate the rooms as they wish. No damage or marks must be left on the walls, ceilings, beams etc. The reasonable cost of repairs/making good will be charged to the hirer.

### **What are your cancelation charges?**

- Four weeks or more before your event you will be fully refunded.
- Between four and two weeks before your event you will be charged 70% of the fee
- Less than two weeks before your event you will be charged 80% of the fee
- Less than one week before your event you will be charged the full fee.

### **During the event will there be a Go-To person for the night?**

Yes, during planning and on the day, there will be a club representative as your Go-To person

### **How will the venue be presented?**

The Club Room will be offered as a bar with tables, chairs and casual sofas, or can be completely emptied.

### **How many tables can fit into the venue?**

Our club room alone will accommodate 5-6 round tables seating ten per table which you can hire in. If the gymnasium is also hired this number can be doubled.

We can supply eleven rectangle wooden top tables (measuring 6ft x 2.6) for a fee of £10 per table and banqueting chairs that can seat up to 60 persons for a fee of £3 per chair.

### **Is there parking space available for our guests?**

There is no vehicular access onto the island. Paid parking is available along the embankment, free after 18:30 and on Sundays /Bank holidays. There are also some disabled-only bays. A map is included in the venue hire info pack.