Frequently Asked Questions

We understand that booking a space for an event can leave you with a lot of questions, so please refer to our helpful FAQ below which should answer your queries. If you can't find the answer to your question, please email us at info@weldonheart.org.uk where we will be happy to help.

Q: Do you have a telephone number I can call to speak to a member of staff about my questions?
A: Unfortunately we do not have a dedicated telephone number for Weldon Heart Community Centre. Please email us at info@weldonheart.org.uk where we will endeavour to get back to you at our earliest opportunity.

Booking Queries

Q: How do I book a one off party or event?
A: Please visit our website to book your event.

Q: The time slot I would like to book isn't showing as an option. Is this time available?
A: Our booking system only shows the available time slots on each day. Unfortunately, if the time slot you'd like to request isn't showing as an option, then the facilities have likely already been booked for that time and therefore are unavailable. We recommend utilising the booking portal to search for an alternative time or date.

Q: Can I view the venue before booking?
A: You are welcome to visit our cafe during opening hours to see the space. If you'd like to arrange a tour where we can guarantee a member of staff will be available to answer your questions, please email us at info@weldonheart.org.uk to arrange a suitable time slot.

Q: How do I book both meeting rooms together to create the larger space for 30 people?
A: Due to booking system limitations, you will need to make two separate bookings for Meeting Room 1 AND Meeting Room 2 in order to do this. Please input this discount code at the checkout when booking: **DBL_MTR_DISC**

Q: Why can't I book the Whole Hall and the Meeting Rooms together at the same time?
A: Our space is flexible, meaning the Meeting Rooms are created using partitions to physically split the Whole Hall into different sections. If the Meeting Rooms are in use, only the smaller Main Hall will be available. If the Whole Hall is in use, the Meeting Rooms cannot be booked.

Q: Does the booking come with set up time/can I access the premises early to set up?
A: We cannot provide early entry to the premises - any required set up time needs to be included within your booking. For example, if your event or class begins at 1pm, but you'd like to spend 30 minutes setting the space up, you will need to book from 12:30pm.

Q: How do I cancel my booking?
A: If you would like to cancel your booking, please email us at info@weldonheart.org.uk. Please note, although our booking portal has an option to cancel, this does not automatically initiate a refund. A member of the team will need to manually refund your booking.

Facilities

Q: How big is the Whole Hall?
A: Our Whole Hall is 110m2 and can cater for up to 80 people

Q: How big are the Meeting Rooms?
A: The Meeting Rooms are 20m2 and can cater for up to 15 people per room. Both rooms can be hired together and opened up to create a 40m2 space for up to 30 people.

Q: Do you have toilets and changing facilities?
A: Yes, we have one toilet and one larger toilet with baby change. We also have a Changing Places facility which we are able to open upon request should you require it.

Q: When are the toilets open?
A: Toilets are open to the general public during cafe opening hours. During private events, the toilets are intended for use by the event hirer and their guests only.

Q: How many tables and chairs are there?
A: We have 10 large rectangular folding tables (each measuring 30" x 60") and 80 chairs available for hirers to use. These are conveniently located within the cupboard labelled 'Store' within Weldon Heart.

Q: Do you provide tablecloths?
A: Unfortunately we do not provide any tablecloths.

Q: Do you have a sound system?
A: Yes, we have a built-in Sonos music system that enables you to play your own music for the duration of your event.

Q: Do you have a TV?
A: Yes, we have one TV you can hire at a cost of £5. You can connect your laptop to our TV via HDMI. The TV is allocated to bookings on a first come, first serve basis.

Q: Do you have a projector?
Yes, we have a projector you can hire at a cost of £10. HDMI compatible devices can use the projector and we can provide a HDMI cable for you to use.

Q: Do you have WiFi?
A: Yes, we have free, reliable WiFi.

Q: Do we have access to cleaning supplies?
A: Yes, cleaning materials including a broom, hoover, wipes, bin bags, mop (if needed) and blue roll will be available for use during your hire to assist in leaving the premises clean and tidy as per our Terms and Conditions of hire. These are conveniently located within the cupboard labelled 'Store' within Weldon Heart.

Q: Do we have access to bins / your bin store?
A: All waste must be removed from the premises at the end of your hire. Unfortunately we do not allow access to our bin store. We are able to provide bins for your use, however these will need to be left and returned empty. Please be mindful if using the outside public bins - please do not overfill these with waste, as these are intended for general public use during quiet enjoyment of the area.

Q: Is there a car park?
A: There are 4 regular on-site parking bays and 1 disabled bay adjacent to the building and play park on Rixson Road, however please note that these are not reservable and are first come first serve.

There is local street parking available, however we ask hirers to be mindful of local residents and park safely, respectfully and legally. Parking on pavements, grass verges, access routes, or in a way that obstructs pedestrians, wheelchair users, pushchairs, residents, or emergency access, is strictly prohibited. Please do not park in the car parks for the flats as these spaces are privately owned by the residents.

Thanks to our valued community partnership, weekend bookings can request access to the Ebbsfleet Green Primary School car park for an additional £20 cash fee which we will then donate directly to the school. To request use of the car park, please send us an email at info@weldonheart.org.uk

Pricing

Q: What is the pricing to hire Weldon Heart for a party or event?
A: Whole Hall for up to 80 people - £35 per hour
Rooms 1 or 2 for up to 15 people each - £10 per hour per room
Rooms 1 and 2 together to create the larger space for 30 people - £15 per hour - please note, due to booking system limitations, you will need to make two separate bookings for Meeting Room 1 AND Meeting Room 2 in order to do this. Please input this discount code at the checkout when booking: **DBL_MTR_DISC**

Q: How much is the office hire?
A: The office space costs £10 per desk for 4 hours

Q: Is there a deposit?
A: Yes, there is a refundable damages deposit payable at time of booking of £150 for parties and large gatherings. The deposit will be returned following the hire period, subject to inspection of the premises. Any damages identified will be documented and communicated to the hirer. A reasonable and proportionate amount will be deducted from the deposit to cover the cost of repair, replacement, reinstatement, excessive mess, dirt, or waste left on the premises. Where additional cleaning is required beyond the standard posthire clean, the associated cleaning charges will be deducted from the deposit.

If your booking ends after 7pm, there is an additional late night security deposit of £100 due to the increased risk associated with evening events. The deposit is held separately from the standard security deposit outlined above and is returned following your event, provided the venue is left in a satisfactory condition, all Terms & Conditions have been followed, the event finishes at the agreed time, and no damage, additional cleaning, complaints, or breaches have occurred. Where additional cleaning, damage, or breaches occur, Weldon Heart reserves the right to retain all or part of this deposit in line with our Terms & Conditions.

Q: What is the cleaning fee for?
A: This fee covers the standard preparation of the venue before your event and a routine clean after your booking, ensuring every hirer arrives to a clean, welcoming space. It does not replace your responsibility to leave the venue clean and tidy. Hirers must remove all belongings and rubbish, wipe down tables and surfaces, clear any food and drink spillages, return furniture and equipment to their original layout, and leave the surrounding area of the premises in a tidy condition. Additional cleaning required due to the condition in which the venue is left, or any damage caused during the hire, may result in deductions from your refundable security deposit or additional charges where applicable. *Please do not remove this fee from your booking, as we will then be required to collect this manually.*

Parties

Q: Can we put up decorations and banners?
A: Yes, you may decorate the space for the duration of your hire. Please use low-tac fixings that leave no damage - we find blu-tac and masking tape leave no residue on the wooden walls. We do not recommend glue dots. Please ensure all decorations are taken down and disposed of responsibly, and the space is left how you found it.

Q: Can we have a bouncy castle?
A: We do allow bouncy castles, however you will need to ensure the company has full insurance covering both yourself and the building. Please ensure you book a small, low height bouncy castle as we have low ceilings at Weldon Heart Community Centre. Please note, if you do use a bouncy castle you are doing so at your own risk and Weldon Heart is not liable for any injuries as a result of using it.

Q: Can we bring our own electrical equipment, e.g. popcorn machine, bubble machine, sound system etc.
A: Yes, you may bring your own electrical equipment, however it must be PAT tested (please email us a copy of the PAT test for our records) and declared at point of booking on our booking platform. If you want to add electrical equipment to your booking afterwards, please email us at info@weldonheart.org.uk

Office Space

Q: I want to hire the office for 1 hour. Why can't I see this option?
A: Our office space is available to hire in 4 hour timeslots. You have the option to hire a desk for 4,8 or 12 hours.

Q: How much is the office hire?
A: The office space costs £10 per desk for 4 hours

Food/Catering

Q: Is your cafe kitchen available to hire?
A: Unfortunately our cafe kitchen is not available to hire, however please send us an email at info@weldonheart.org.uk if you would like to discuss catering options for your event.

Q: Do you provide any kitchen equipment for our use?
A: Yes, we have crockery and utensils available free of charge, including bowls, plates, side plates, mugs, jugs, teapots, knives, forks and spoons. A hot water urn and microwave are

available for free of charge, by request only. Please email us at info@weldonheart.org.uk if you would like to request these.

Q: Are you able to cater our party or event?
A: Please send us an email at info@weldonheart.org.uk if you would like to discuss in-house catering options for your event.

Q: Can we bring our own equipment to cook food on-site, for example a BBQ?
A: For safety purposes we do not permit cooking on site as this is a fire hazard. You are welcome to bring pre-prepared food or arrange a caterer to deliver.

Q: Can we bring chafing dishes?
A: Unfortunately we are unable to allow chafing dishes due to the health and safety and insurance implications of the flame. You're welcome to bring electric food warmers that have been PAT tested - please email us a copy of the PAT test for our records. Alternatively, we do have a microwave you are able to use should guests wish to warm their own plate of food.

Q: Do you have drinking water?
A: Yes, we have a filtered water dispenser within the Main Hall for your use.

Play Park

Q: Can we use the play park:
A: Yes, the play park is a shared public space which you are welcome to use. Please leave the play park in a tidy state and ensure no party food or decorations are left in the park.

Q: Can we hire the play park?
A: The play park is a shared public space and cannot be reserved for exclusive use.

Please feel free to send us an email at info@weldonheart.org.uk should you have any further queries. We hope to welcome you to Weldon Heart Community Centre soon!