



PUBLIC NOTICE

GUILDHALL COMPLEX BOOKINGS

Due to the success of Guildhall Complex booking system it has been decided that all bookings must be processed through the website from January 2018 as it provides an efficient administrative function for compliance, diarising and payment.

However the council understand that not all potential customers have access to a computer or are able to pay using a credit or debit card. We would therefore, request you use our online booking system from January 2018 but are happy to guide you through the process of booking at our offices or at the Guildhall Complex if you do not have access to a computer. If you wish to pay by alternative means for example by internet banking or by cheque please contact us and we will endeavour to facilitate this. Please note though, that a booking is not complete until it has been paid for. Bookings, once confirmed, will be held for 7 days for payment to be received after which they will be cancelled (except for pre-arranged special payment agreements detailed below).

Concessionary rates are only available to charities and not for profit organisations or regular weekly hirers who pay 3 months in advance.

Please note that paper booking forms will not be accepted from January 2018. Regular hirers can book a full year in advance but if you do not wish to pay a year in advance the booking can be released month by month for payment by prior arrangement with the Venues manager.

Bookings through the website should be made at www.thetfordtowncouncil.gov.uk, chose the "venues" tab and click on the relevant venue to start the booking process. Should you have any further questions, queries or problems using the site please do not hesitate to contact the council on 01842 754247 or by email at mail@thetfordtowncouncil.gov.uk

Tina Cunnell BSc (Hons)
Town Clerk
9th November 2017