

# Great North Museum: Hancock

## Frequently Asked Questions

### General Information

#### How do I contact you about hiring a space?

Contact the Sales & Events Team by filling out our contact form [here](#) or emailing us at [venuehire@twmuseums.org.uk](mailto:venuehire@twmuseums.org.uk). Telephone: (0191) 277 2303.

#### What kinds of events do you host?

We host a wide range of events, including weddings, proms, dinners, conferences, corporate events, birthday parties ([including children's birthday parties](#)), Christmas parties, away days, board meetings, and team-building activities. Please note, that we reserve the right to decline events at our discretion.

#### What is included in the venue hire fee?

Exclusive use of the chosen venue hire space on your event date and time\*

The full operational support from the Sales & Event Team in the run-up to your event

Audio-visual equipment.

Tables, chairs, crockery, cutlery, and glassware.

Front of house staff support.

\*Please note that hiring a space within the museum for a wedding or private event does not grant exclusive access to the entire museum. Guests will only have access to the specific area(s) hired for the event, during the times specified in the booking agreement. The rest of the museum will remain open to the public and other visitors during regular operating hours. We do not provide an AV technician within this fee.

#### Do you offer a Day Delegate Rate?

We can't offer a delegate day rate because we work with several caterers and suppliers. Venue hire and catering costs are therefore quoted separately.

#### What are the minimum numbers required to hire the venue?

Minimum numbers will depend on your confirmed numbers, we do not impose a minimum spend on catering and all final numbers are due 14 days before the event date.

#### What are your maximum room capacities and where can I find each room?

Please see the table below detailing maximum room capacities and which floor each room is located on:

| Location  | Standing reception | Theatre | Cabaret <i>(based on 8 around 5ft round tables - to a maximum of 30 tables)</i> | Dinner | Boardroom |
|---|--------------------|---------|---|--------|-----------|
| <b>Full Exhibition Hall</b><br>(Halls 1, 2 & 3)<br>1 <sup>st</sup> floor                                  | 450                | 450     | 240   | 150    | -         |
| <b>Medium sized Exhibition Hall</b><br>(Halls 1 & 2 or Halls 2 & 3)<br>1 <sup>st</sup> floor              | 300                | 300     | 160   | 150    | -         |
| <b>Exhibition Hall 2</b><br>(middle hall)<br>1 <sup>st</sup> floor  | 150                | 150     | 96  | 120    | -         |
| <b>Exhibition Hall 1 or Hall 3</b><br>(left or right sides of the hall)<br>1 <sup>st</sup> floor          | 150                | 150     | 72  | 90     | 30        |
| <b>Living Planet Gallery</b><br>Ground floor  | 160                | 50      | 80  | 100    | -         |
| <b>Clore Suite</b><br><i>(evenings &amp; weekends only)</i><br>Ground floor                               | 120                | 120     | 64  | 80     | 30        |
| <b>Planetarium</b><br><i>(must be hired during first two hours of the event)</i><br>1 <sup>st</sup> floor | -                  | 27      | -   |        | -         |
| <b>Whole Museum</b>   | 1280               | -       | -   | -      | -         |
|   |                    |         |   |        |           |

### Can I visit the venue before booking?

Yes, we can arrange for you to have a show-around with our Sales & Events Team.

### Is your venue accessible?

Yes, our venue is fully accessible. Visit our accessibility page for more information.

### Can we hold our preferred date?

Yes, we can hold a date for up to 14 days while you decide. If another customer enquires about booking the same space and date, we will send you an email to offer you a first refusal. You will have 24 hours to respond to this email and either confirm your booking or release the date.

### Do you have any restrictions?

Yes, we do have some restrictions. The restrictions we put in place are there to preserve the building and collections. Great North Museum: Hancock's restrictions include:

No smoking – cigarettes, e-cigarettes or vapes

No naked flames, candles or candelabras (LED candles and battery-operated candles are permitted)

No glitter or confetti. Biodegradable confetti can be used outside the venue's entrance. Confetti cannot be thrown inside the venue

No dry ice

No smoke or haze machines

No sand

No animals may be admitted, except for assistance animals

No planted greenery. The museum contains delicate collections which can be affected by pests. Therefore, plants in pots must not be brought into the museum. Cut flowers/greenery will be considered on a case-by-case basis

No red wine or berries

No popcorn, candy floss, waffles or anything that requires the use of hot oils. This catering is permitted in the museum but must be pre-made off site.

Helium balloons are not permitted in the venue. Only weighted balloons are allowed as decorations.

Please contact us if you wish to bring wooden items or furniture into the museum.

### **Are there timing restrictions for my event? Can I leave something overnight? Can I bring something in early?**

Please arrive at the start of your specific hire period. If you need additional set-up time, please indicate this on booking and your event coordinator will be able to quote you appropriately. It may be possible to drop off items the day before your event if there are no other bookings in the space. All items must be taken offsite at the end of your event.

### **Do you have a cloakroom?**

We do not have a specific cloakroom, however we do supply coat rails on request.

## **Food and Drink**

### **Can we bring our own food and drink?**

Great North Museum: Hancock does not allow outside catering. For bookings up to 50 people, our catering is provided in-house.

For bookings over 50 people (and any hot food bookings), we work with a panel of caterers to provide bespoke food options for your event. Please view our catering menus below for further details.

#### TWAME Drinks Menu

Bookings for up to 50 people only: [In-house catering menu](#)

Bookings for 60 people and over only:

[Preferred catering supplier - Jacksons Catering](#)

[Preferred catering supplier - Jacob and Tori](#)

[Preferred catering supplier - TFI Wali](#)

### **What happens if some of our guests have dietary requirements?**

We require all dietary information at least two weeks before the event date and they will be catered for with an appropriate meal.

### **Can I hire in a candy floss machine or popcorn cart?**

No. To ensure the care of the collection we cannot allow any machines that require the use of hot oils to be used in the premises. Candy floss and popcorn is permitted in the gallery but must be pre-made and bagged up off site.

### **Can you provide a bar?**

Yes, we have a mobile bar, which can be included in your booking. This bar comes with a minimum spend of £250 plus VAT. If you have booked a dinner event, the bar is included in the venue hire price.

We do not offer drinks on consumption or corkage.

### **What time will the bar close?**

Last orders at the bar will be 30 minutes before the end of your event, with everybody leaving the venue at the agreed time.

## **Room decoration and set-up**

Do I need to hire crockery, glassware and table linen?

A: All crockery, cutlery and glassware is included in the venue hire price. Table linen is priced at £10 +VAT per cloth. Please state your preferred colour of black or white when booking table linen.

## Do you have a stage and dance floor?

We do not have a stage or dancefloor in our spaces. However, you are welcome to supply your own for your event. Please notify your event coordinator on booking if you plan on bringing in either of these.

## Where can my suppliers load in equipment?

There is a loading bay situated at the side of Great North Museum: Hancock, which is accessible via Claremont Road.

Alternatively, suppliers can park outside the 'Schools Entrance', accessible via Claremont Road, subject to space on the day.

Inside the museum you'll find lifts and stairs providing access to all floors.

If you require assistance loading in, please use the keypad on the Schools Entrance door, which will call the front desk.

## How to find us



Barras Bridge, Newcastle upon Tyne, NE2 4PT

Telephone: (0191) 208 6765

Email: [Learning@greatnorthmuseum.org.uk](mailto:Learning@greatnorthmuseum.org.uk)

Social: [Facebook](#) • [Twitter](#) • [Instagram](#)

Please use the entrance given on your timetable.



**Nearest metro:** Haymarket

It is a five-minute, well-signposted walk from Haymarket to the museum.



**Coach/minibus lay-by:** Claremont Road (B1318)

Use postcode NE2 4PT.

This is a drop-off/pick-up point only, so please ask your driver to park elsewhere.



**Drop-off point for cars and taxis:** in front of the main entrance to the museum.

Please don't use the coach lay-by on Claremont Road as you may get a fine.



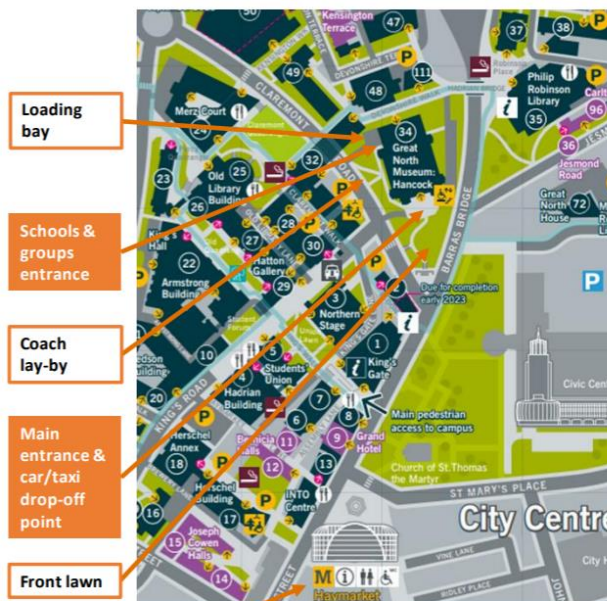
There is no public parking at the museum, other than for blue-badge holders.

The nearest parking is [Claremont Road](#).

[See our accessibility information here.](#)



Get in touch if you will be parking a blue-badge minibus at the museum, so we can advise you where is best to park, depending on your vehicle.



## Audio-visual and Wi-Fi access

### Do you have Wi-Fi in your museum?

Great North Museum: Hancock does not have its own Wi-Fi network, however, there is a free public Wi-Fi network accessible throughout the museum called GoDigital\_WiFi, which is available to use for your event. No password is required to connect to GoDigital\_WiFi.

## **What AV equipment do you offer?**

In the Exhibition Hall (Halls 1, 2, and 3) and the Clore Suite the following equipment is included in the venue hire fee:

Projector and screen

Laptop

PA system – music can also be played from a mobile phone or iPad. The connection is a 3.5mm headphone jack/socket. Please ensure you bring the correct adaptors and connection leads along with you.

Handheld microphones (up to two)

Lectern

All AV equipment must be booked in advance of the event taking place.

## **Can I hire an AV company to install AV equipment for my event?**

Yes, but please note all suppliers must be covered by adequate commercial insurance, including public liability insurance to the minimum of £5,000,000 during the event. Your power requirements must be discussed and cleared with your event coordinator at least 14 days before the event date. Relevant and up-to-date PAT certificates must be made available if requested by your event coordinator for all electrical equipment brought into the premises.

## **Entertainment**

### **Can I hire entertainment?**

Yes, examples of entertainment could include; DJ, band and/or singer, dancefloor, photo booths, artificial flower walls, and magicians.

Please note all suppliers must be covered by adequate commercial insurance that should include public liability insurance to the minimum of £5,000,000 during the event. Suppliers must provide the venue with relevant and up-to-date PLI and PAT certificates before the event.

We reserve the right to refuse the use of any entertainment or equipment at our discretion.

[Preferred suppliers](#)

## **How to get here and parking**

### **Do you have onsite parking available?**

The Great North Museum: Hancock is on Barras Bridge but there is no public parking on site.

The nearest car parks (chargeable) are

Claremont Road (see map)

John Dobson Street (NE1 8HL)

New Bridge Street (NE1 8AB)

Carliol Square (NE1 6UL)

### **Is there public transport close-by / directions to venue?**

Yes, the Great North Museum: Hancock is a 5-minute walk from Haymarket Metro station. The museum is well signposted from Haymarket. For specific directions to our venue please click [here](#).

## **Booking process and payments**

### **Can I make a provisional booking?**

Yes, a booking is considered provisional until a signed Function Sheet, Acceptance of Terms and Conditions Form, and the deposit are received.

If another client requests the same date, you must confirm your booking and pay the deposit within 48 hours, or your provisional booking will be released.

### **Do we have to pay a deposit?**

Yes, a 30% deposit will be requested at the point of confirmation. The payment must be paid within 14 days of confirmation. If a month or more has passed since you received the deposit invoice, you must confirm your booking and pay within five working days, or the provisional booking will be released. All payments must be made in Sterling.

### **How many other payments will be needed?**

After the deposit, we require the final balance 14 days before the event date.

### **What is your cancellation policy?**

Cancellations must be made in writing, and refunds depend on the cancellation date:  
More than 6 months before: 20% of the deposit refunded.  
3-6 months before: 10% of the deposit refunded.

Less than 3 months before: No refund of the deposit.

Less than 10 days before: All charges for the event are retained.

TWAME may cancel a booking if the event is deemed inappropriate or payment timings are not met. In such cases, deposits are refunded, but TWAME is not liable for any incurred costs.



