

# Frome Town Hall

## FAQ

### FTC and Information Centre at the Town Hall

#### **When I visit FTC will I be able to park?**

There is a small car park at the rear of the building. There are 2 disabled spaces on the road adjacent to the side entrance on Park Road. There are 7 visitor spaces with one disabled parking bay in the car park, for use of visitors to the building free of charge. Please note that these spaces are on the side closest to the building. You will notice there are numbered bays, these are paid for spaces for the tenants of the building, please do not park in these spaces. Between 5pm and 9am the car park will be closed and therefore there will be no overnight parking available. We will also have bike racks to park your bike in the grounds.

Two of the car club cars will also be based at the Town Hall car park, with one electric car charge point. This is a Town Council initiative to get more people using electric cars and sharing transport around the town. For more information please visit [co-wheels.org.uk/frome](http://co-wheels.org.uk/frome).

**Is there a bus stop near by?** Yes, there is a bus stop not far from Frome Town Hall, on Christchurch Street West – known as the stop 'Frome Memorial Theatre Complex' on most local bus timetables.

#### **What facilities are available at Frome Town Hall?**

We can offer 2 multi-use rooms as well as the Council Chamber which has a capacity of 120 people. The Information Centre will be located at the reception desk. Our Frome Town Hall Steward, Sean, will be on hand to greet you and show you around.

#### **What other organisations are based at the Town Hall?**

As well as FTC being based here, we are joined by some long-term tenants. These are We Hear You (WHY), Frome FM, Fair Frome and Active and In Touch.

#### **I don't have a booking with an organisation at the Town Hall, can I still come into the building?**

Frome Town Hall is a community building. Our aim is to make the building welcoming and inviting to all members of our community. We welcome you to pop in and visit us at the Council as you have done in

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Palmer Street or speak to the Information Centre.

## **If I want to book the Council Chamber, meeting room or desk how do I go about this?**

All our bookable facilities are now available. If you would like to make a booking for a meeting room, the Council Chamber or a desk please email [info@frometowncouncil.gov.uk](mailto:info@frometowncouncil.gov.uk)

## **Can I use the Council Chamber for a party?**

The Council Chamber is available for parties, conferences and meetings. Please give us a ring or send us an email to discuss your requirements and we can see how we can accommodate you.

## **Is there disabled access?**

Yes, there is. We have 3 disabled parking spaces in the vicinity of the building. To the side of the building there is an entrance which is wheelchair user friendly. The ground floor is fully accessible and the first floor can be accessed via a lift.

## **Information Centre**

### **What services has the Information Centre retained?**

Our Information Centre Advisors are still on hand with their extensive knowledge of Frome and the surrounding areas. We will still have local information, tourist brochures and local souvenirs on sale.

### **The Town Hall is too far for me to get to, how will I access the services of the Information Centre?**

We understand that the move to the top of the hill may be a little out of the way for some. We will do our very best to accommodate your needs. We can still be contacted by telephone and email and we can still send information in the post.