# Visiting Frome Town Hall Frequently Asked Questions

## Will I be able to park?

There is a small car park at the rear of the building with limited visitors parking for a period of two hours or less, only. These spaces are solely intended for internal meeting use and are not open to the general public. All day parking is available in other areas.

To park nearby: Park Road has on street parking; there is a Pay & Display opposite the Town Hall along South Parade; and the main car park in the town centre is in the Market Yard car park, from which you can walk to the Town Hall or take a taxi from the Cork Street taxi rank. This will ensure that attendees at their event do not block access to neighbouring properties.

There are two disabled spaces at the side entrance on Park Road. There are five visitor spaces and one disabled parking bay on the right-hand side as you enter the car park. There are two allocated spaces for electric charging in the two blue bays. This is a Town Council initiative to get more people using electric cars and sharing transport around the town. The Co-Wheels car is parked in Bay 9 on the left-hand side. For more information, please visit [co-wheels.org.uk/frome](https://www.co-wheels.org.uk/frome).

The numbered bays on the left are ‘paid for’ spaces for the tenants of the building and staff, 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 also have bike racks to the front side and rear of the Town Hall to park your bike in the grounds.

## Is there a bus stop nearby?

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

## What facilities are available at Frome Town Hall?

We can offer three meeting rooms, including the Council Chamber which are all of varying size depending on your requirements. Staff on the reception desk will welcome you and ensure all your needs are met. We do ask that you sign in the visitors book to mark you presence in the building, in case of emergency. Refreshments can also be organised prior to your meeting for a small charge.

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

Our other tenants in the building include Frome FM and Frome Learning Partnership. We also have a Citizens Advice Bureau hub linked directly to them via a computer.

## 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.

## Book the Town Hall

If you would like to make a booking for a meeting room, the Council Chamber or a hot desk please email info@frometowncouncil.gov.uk

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

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

## Is there disabled access?

Yes, there is. We have three disabled parking spaces in the vicinity of the building. Entry to the side of the building is level access which is wheelchair user friendly. The ground floor is fully accessible, and there is a lift to the first floor. There are two disabled toilets and a shower room.

## Are there baby changing facilities?

Yes, on both floors.

## Information Centre

Our Information Centre Advisors are on hand at the Town Hall with their extensive knowledge of Frome and the surrounding areas. We can offer local information, tourist brochures and books by local authors and souvenirs to buy. Tickets to local annual events, theatre vouchers and coach tickets can also be purchased from the desk.

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

We understand that reaching the town Hall at the top of the hill may be a little out of the way for some and so we also have a pop up ‘Discover Frome’ Information Point at the Round Tower in Black Swan Arts, run by volunteers. It is open Monday and Tuesday 10am-1pm; Wednesday – Saturday from 10 am – 4 pm and the first Sunday of the month in conjunction with the Frome Independent market 10am – 1pm, where you can access much of the information.

Please contact us by telephone 01373 465757 or email: info@frometowncouncil.gov.uk where we will be happy to discuss any queries.