



2024 Information Pack

Welcome to The Boathouse Meeting & Events Room!

Introduction

In this pack, you'll find all the information you require to make a booking, including additional resources which we hope will help in planning for your meeting or event.

The pack includes:

- Hire Charges and Booking Form
- Public Transport, Parking, Accessibility, Wi-Fi and more!
- Conditions of Hire, Check-In and Check-Out Processes
- Room Layouts

What we have to offer

The Boathouse Meeting Room offers great facilities and a truly unique location and is available for **groups of up to 25 people**. We look forward to working with you to ensure your meeting or event runs smoothly.

The Boathouse Meeting & Events Room is provided by **The Crown Estate, owners of Rushden Lakes**, first and foremost to be made available to community groups, often at prices well below typical hire rates for a facility of this type. The room is of course also available for private and corporate hire at standard rates.

The Boathouse is managed on behalf of The Crown Estate by The River Nene Canoe Hire Co. Ltd (trading as "**Canoe2**" and "**The Boathouse Meeting Room**"), a local canoe hire and paddle activity company who share this special "net zero energy" building. Overseen by East Northamptonshire Council and The Crown Estate, Canoe2 manage The Boathouse Meeting & Events Room, maintaining and running this modern meeting and events space, offering:

- Spectacular Lake setting, designated a "Site of Special Scientific Interest"
- Prime location with major road access to A45
- Ample Free on-site car parking
- Audio-visual equipment on a 70" screen plus free wireless high-speed internet access
- Total meeting space of 100 square metres with fully-kitted kitchen facilities
- Toilets and shower facilities

Below you will find useful information on Public Transport, Taxis, Parking, and more. We hope that your event goes well and is a great success. If you have any questions, please do not hesitate to call on 01933 522 223.

From all of us at Canoe2 & The Boathouse Meeting Room, we look forward to hearing from you.

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Booking Information

Hire Prices (2024)

The Boathouse Meeting Room hire tariff is shown below:

Available 8am-10pm, daily all year round (some exclusions around Christmas & New Year)

| The Boathouse Meeting & Events Room – 2024 Hire Prices | | |
|--|-----------------------------|-----------------------------|
| (VAT not applicable) | Up to 4 hours (Half Day) | Up to 8 hours (Full Day) |
| Standard Commercial and Private Hire Rate | £170 | £240 |
| Community and Charity Rate (See notes below for when it applies) | £85 | £120 |

Notes:

- Availability and agreed times dependent on staff availability.
- Full Day Community and Charity rates are available anytime.
- Half Day Community and Charity rates are generally only available weekends & evenings, but also weekdays during local school holiday

Making a Booking

When you are ready to book, please use one of the following options:

- 1) Drop us an email at: meeting@theboathouse.org.uk
- 2) Call us on: 01933 522 223
- 3) Drop in to the office at: The Boathouse, Rushden Lakes, Rushden, NN10 6FA

Payment Details

Payment is required in full upon booking by card.

At the time of booking, a damage deposit of £200 is also payable.

This will be returned in full if the meeting room and associated facilities are left clean, tidy and undamaged and there is no overrun of the hours booked.

Assuming no damage, loss, broken hire terms, or time overrun, your security deposit will be returned within 10 days of your hire date.

Cancellations and No-Show Policy

If you decide to cancel your booking, we will refund you based on our cancellation charges:

Schedule of cancellation charges:

- No-Show to Booking = No Refund
- Cancellation within 4 weeks of hire = No Refund
- Cancellation 4 to 8 weeks before hire = 50% Refund
- Cancellation more than 8 weeks before hire = Full Refund

Any security deposits paid for a cancelled hire will always be refunded.

Useful Additional Information

Public Transport to/from Rushden Lakes

To ensure great public transport links to and from Rushden Lakes, The Crown Estate have funded two new bus services as well as the extension of two existing routes. These bus routes will serve Rushden Lakes from surrounding towns and villages, from early in the morning until later into the evening, 7 days a week. The bus services run between Rushden town centre, Wellingborough and out to Northampton and Bedford, as well as other surrounding towns and villages.

Full details of the four bus routes, including all bus stops, bus times and ticket prices, can be found online at <https://www.stagecoachbus.com/promos-and-offers/midlands/rushden-lakes>

Cycling and Walking to/from Rushden Lakes

There is ample cycle parking on site with cycle rack facilities, and Rushden Lakes is well connected to the national cycle network. A new footbridge has also been built, linking Rushden Lakes to Rushden town centre too and it can be reached on foot in around 20 minutes.

Taxi and Minibus Services

For your information, local taxi and minibus companies include:

- Absolute Mini Coaches: 01933 650 522
- Lee Cabs: 01933 442 444
- Alco Taxis: 01933 412 222

Finding Us

The Boathouse Meeting and Events Room address is:

The Boathouse – Canoe2
The Boardwalk
Rushden Lakes
Rushden
Northamptonshire
NN10 6FA

Rather than using the post code, some sat-nav systems work better if you search “Rushden Lakes”. We’re just off the A45, with excellent links from the M1, A1 and A14.

When you (the organiser) arrive at The Boathouse, locate a member of Canoe2 staff who will sign you in and complete the facilities induction if required. They can be found either in the Canoe2 Shop or The Boathouse Meeting Room.

Accessing the Meeting Room

When issuing joining instructions to your delegates, please direct them to the main meeting room entrance as shown below.

When Canoe2 is open during the weekends and school holiday periods, there may be additional pedestrian management in place to ensure a smooth experience for both Canoe2 and meeting room customers.

We kindly ask that you and your delegates follow any signs and pedestrian management that may be in place during operational times, and keep within any boundaries laid out.



Wheelchair Accessibility

The Boathouse Meeting Room is a ground level facility, accessible by wheelchair users via the main door to The Boardwalk. The entry from Boardwalk to Meeting Room is one level. Doors are not powered, so assistance may be required if doors are not already standing open.

Wheelchair accessible toilet is available in the Visitor Centre, the building right next to The Boathouse, a few yards away. Sorry but The Boathouse toilets & showers are not wheelchair accessible.

Audio-Visual Equipment

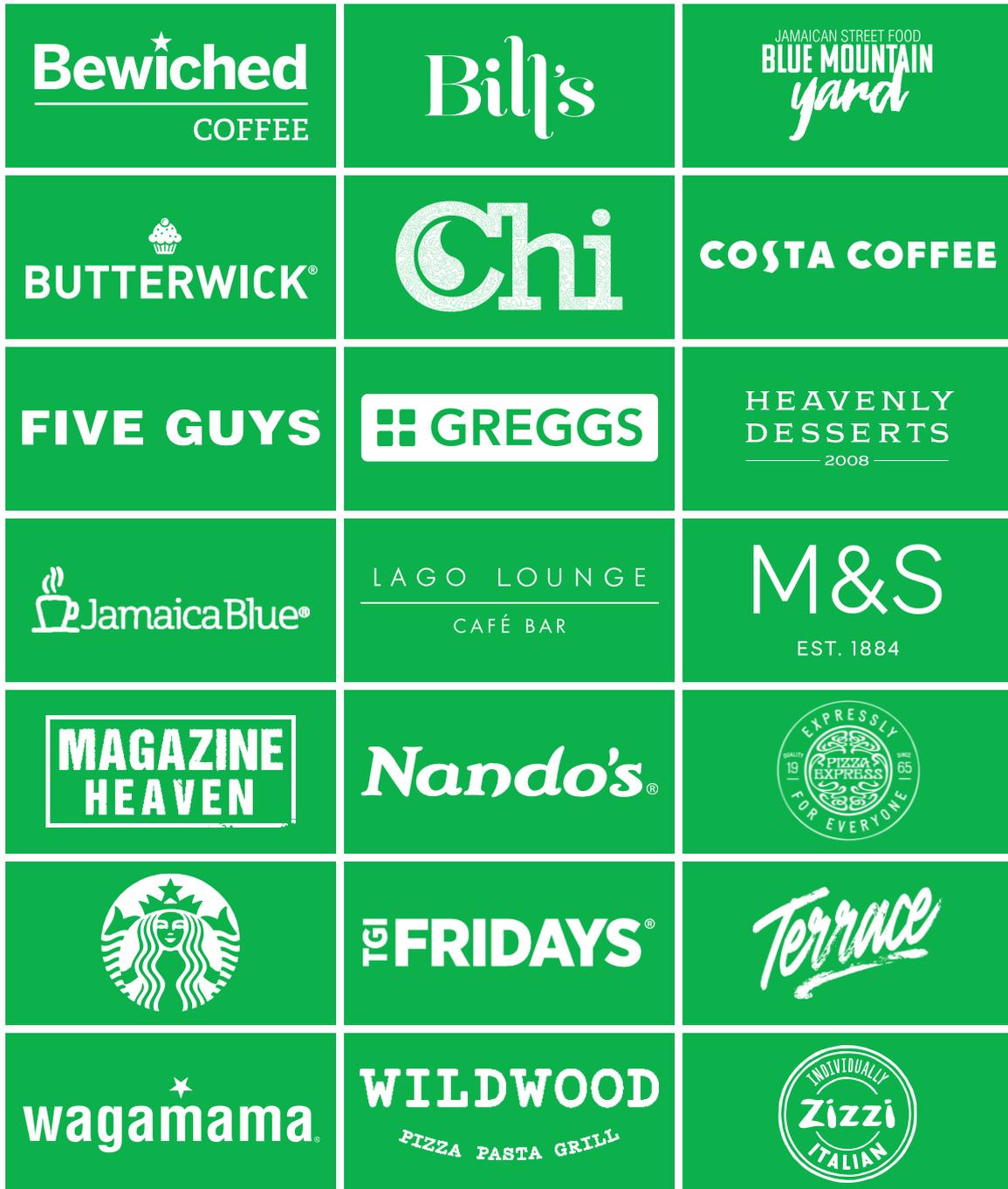
A large 70" AV screen is provided for your use. It works simply as a very large computer screen mounted high on the wall, as an alternative to a projector. Your laptop or PC can be plugged in via either the VGA cable, or HDMI lead, both supplied. Each offers the following:

- VGA – Vision only
- HDMI – Sound & Vision

Rushden Lakes Cafés and Restaurants

Food and drink options abound Rushden Lakes, with an abundance of restaurants & cafés on-site. Please check out the Rushden Lakes website for more details at www.rushdenlakes.com

Most of these offer take-away options, whilst some will even deliver to the meeting room, making this a very convenient and great value way to get your food in.



Alcohol and Music Licenses

Have you considered any need for a temporary alcohol, music or entertainment license for your event? As a license may be required for your event.

If a license is required, please forward a copy of the license to the Manager **before** your event.

Please see the Conditions of Hire for more information.

Complimentary Wi-Fi Access

Login details for Wi-Fi access will be provided on-site, this is "content filtered" at source, to provide a safe internet environment for our users. However, content filtering is not a precise science and does not therefore take the place of parent/guardian supervision if children are using the facilities. Please be vigilant when online.

Content filtering not being perfect, it is possible that perfectly safe, valid websites or pages could potentially be blocked. Therefore, **if your event or meeting is reliant on accessing any specific website or page, please provide details to the Manager at least 5 working days before your event**, and we will ensure it is "white-listed" on the system and available to you on the day.

Websites and/or pages to be "white-listed":

- 1) _____
- 2) _____
- 3) _____
- 4) _____
- 5) _____
- 6) _____

Car Parking Arrangements

There is free car parking in the main Rushden Lakes customer car park, including dedicated parent and child bays, spaces for disabled drivers, and dedicated parking bays for electric car charging.

Hirers of The Boathouse Meeting Room benefit from permission to park beyond the standard 5 hours free parking, so please be sure to use the sheet below (next page) to list registration numbers of any vehicles likely to require a time extension beyond the 5 hours.

We will provide you with a sheet on the day to complete, which will be processed by our staff.

Boathouse Meeting Room Car Parking Form

Vehicle Registration Numbers for Parking Extension at Rushden Lakes.

Valid One Day Only. Valid Date Requested: _____

Full Name: _____ Reg, Make & Colour: _____

**PRINT ALL DETAILS CLEARLY IN BLOCK CAPITAL LETTERS.
MISTAKES MAY LEAD TO A PARKING FINE OF UP TO £100.**

Check-In and Check-Out Process

Unless you are a regular user of The Meeting Room (in which case special arrangements may be made), upon arrival a "Welcome and Meeting Room Facilities Induction" will be carried out to ensure THE HIRER is aware of how best to use and care for the facility.

"Clean-up, switch off, lock-up" procedures will also be covered.

Welcome and Meeting Room Facilities Induction:

- No more than 25 people allowed in The Meeting Room at any time.
- The oven, hob and cooker hood are provided for your use. Use of these by minors is forbidden. Please use responsibly.
- Dishwasher – fill but **DON'T PUT ON.**
- Fridge/Freezer for your use, but please empty upon leaving, anything left will be disposed of.
- Tables and Chairs – laid out for you as per booking, if you change the layout, please return the way it was at the start of the hire.
- Main Meeting Room Doors – opening/locks and managing public "passers-by".
- Consider leaving doors open for additional ventilation.
- No exterior key available, so if no Canoe2 staff on-site, **the Meeting Room MUST NOT be left unattended.** Unless for emergency evacuation reasons.
- Air Conditioning settings/control.
- Use of building internal phone.
- Wi-Fi use and password.
- Floor sockets for ethernet and power.
- AV instruction.
- Lighting override and blinds.
- Be Aware that CCTV operates in The Meeting Room.
- Door to corridor and toilets/showers – female and male nearest the meeting room only.
- Shop door at end and Kit Room Door – no entrance and off-limits.
- Use of the Kit Room for specially arranged waterborne events only – it is a damp room so use of electric sockets to be used by Canoe2 staff only, taking necessary precautions.
- Rubbish and waste to be disposed of (large amounts) or sorted and binned (small amounts).
- Emergency regulations and fire meeting point – by the Wicker Swan Sculpture, opposite shop, by House of Fraser. Also, emergency services to be informed by phone. **Signature required to confirm responsibility for the Fire Regulations.**
- End of Hire – agreed time for lock-up and telephone number for any early lock-up. **You must NOT leave until The Boathouse Keyholder is on site and has checked you out.**

“Clean Up, Switch Off, Lock Up” Process

We politely request you leave the building in a clean and tidy condition, ready for use by the next hirer of the room.

Below is a list of pointers to areas that may require cleaning and actions to be taken before you depart:

1. Kitchen Area: All kitchen tiles and surfaces to be wiped clean & dry. Floor to be hoovered (Vacuum left in cupboard for your use). Oven & hob to be left clean & tidy.
2. Vacuum the main room (vacuum left in cupboard for your use). Wipe any spillages with a dry cloth to ensure there is no evidence of stains.

PLEASE DO NOT USE CLEANING CHEMICALS ON THE CARPET TILES.
3. Please ensure that the oven, hob, and hood are turned off after use.
4. Small amounts of rubbish can be left in the bins provided, sorted into the recycling and non-recyclable (general waste) bins.
5. Larger amounts of rubbish to be removed and taken with you please unless agreed with staff.
6. All lights are automated and will turn themselves off after you leave.
7. In the kitchen area, check water taps are off, and check electric hob is off at the wall.
8. Blinds to be returned to original position, level with top row of visual safety spots on window.
9. Any crockery, ceramics or glasses used, please load the dishwasher, but DO NOT switch on.
10. If you change the layout of the table and chairs, please return them to the way it was at the start of your hire.
11. If additional chairs have been used, please return to cupboard provided after use, ensuring that they are clean and wiped down where required. To avoid injury, any movement of tables must always be carried out by **two** people together. Cupboard not to be climbed on or in.

PLEASE BE SURE TO REPORT ANY DAMAGE/LOSS/ACCIDENTS AS SOON AS POSSIBLE, AS THE NEXT BOOKING OF THE MEETING ROOM MAY WELL BE FIRST THING NEXT MORNING.

THE MANAGER shall be at liberty to retain part or all of the security deposit in the event of The Meeting Room not being left in a condition that meets the satisfaction of THE MANAGER, in order to obtain cleaning services to remedy the position before the next hiring takes place.

Thank you for your cooperation.

Conditions of Hire

For the purpose of these conditions, the following definitions apply:

- The term **THE HIRER** shall mean an individual hirer or, when the hirer is an organisation, the authorised representative
- The term **THE MANAGER** shall mean "The River Nene Canoe Hire Co. Ltd" trading name "Canoe2"

If the Hirer is in ANY DOUBT as to the meaning of any of the following, THE MANAGER must be consulted immediately on 01933 522 223 or meeting@theboathouse.org.uk

1. **THE BOATHOUSE MEETING & EVENT ROOM IS NOT LICENSED FOR THE SALE OR PROVISION OF ALCOHOL, NOR FOR THE PLAYING OF LOUD MUSIC, NOR ANY COPYRIGHTED MUSIC. AS SUCH, THESE ACTIVITIES ARE NOT PERMITTED AT ANY TIME**, unless you have first obtained an appropriate temporary license for your event. Your deposit will be retained if you breach this rule. Bringing your own alcohol for your own consumption is allowed.

Temporary license to play copyrighted music must be obtained from PPL/PRS if you plan to do so. Find out if it's necessary, and apply here: <https://pplprs.co.uk/do-i-need-a-licence/>

If you require a temporary alcohol or entertainment license for your event, please follow the link below to access info and application form: http://www.east-northamptonshire.gov.uk/site/scripts/download_info.php?downloadID=913

Whilst we are happy to advise regarding any additional licensing that may be required, ultimate responsibility remains with THE HIRER, in ascertaining what license may be required, as well as applying for & obtaining any license BEFORE hire commences. If your event necessitates a license, a copy must be supplied to THE MANAGER **before** the event proceeds.

2. THE HIRER shall ensure that the minimum of noise is made on arrival and departure from The Boathouse.
3. THE HIRER will, during the period of hiring, be responsible for the supervision of the premises, the fabric and contents, their care and safety from damage, however slight, or change of any sort and for the behaviour of all persons using the premises, whatever their capacity, including proper supervision of car parking arrangements. **The Meeting Room must not be left unattended.**
4. **THE HIRER will ensure that no more than 25 people are in The Meeting Room at any time (or as agreed different with THE MANAGER). It remains THE HIRER'S responsibility to abide by all relevant guidelines and regulations. Any deviation from these guidelines and any related laws, will be entirely the responsibility of THE HIRER.**
5. THE HIRER shall not use the premises for any other purpose other than that described in the hiring agreement and shall not sub-hire or use or allow the premises to be used for any unlawful purpose or in any unlawful way, nor do or bring anything onto the premises which may endanger the same or render invalid any insurance policies in respect thereof.
6. THE HIRER shall ensure traffic problems are minimised by encouraging car sharing and minibuses etc.
7. THE HIRER shall ensure that nothing is done on or in relation to the premises in contravention of the law relating to gaming, betting and lotteries.
8. THE HIRER shall comply with all the conditions and regulations made in respect of the premises by the Fire Authority, the Local Magistrates Court or otherwise, particularly in any connection with any event which includes public dancing, music or other similar public entertainment or stage plays.
9. THE HIRER shall, if preparing, serving or selling food, observe all relevant food, health and hygiene legislation and regulation.
10. THE HIRER shall ensure any electrical appliances brought by him/her to the premises shall be less than 12 months old or PAT tested for safety, and used in the appropriate manner.
11. THE HIRER shall indemnify THE MANAGER for the cost of repair for any damages done to any part of the property, including the curtilage and contents of the building, which may occur during the period of hire.
12. If THE HIRER wishes to cancel the booking before the date of the event, the return of any deposit or other monies paid will be in line with the enclosed schedule.

13. AT THE END OF HIRING, THE HIRER shall be responsible for leaving the premises and surrounds in a clean and tidy condition, in accordance with the routine attached.

14. THE MANAGER reserves the right to cancel a hiring in the event of The Boathouse being required for use as a Polling Station, in which case THE HIRER shall be entitled to any deposit paid.

15. THE HIRER shall ensure that any activities for children under the age of eight years old comply with relevant current legislation and that only fit and proper persons have access to children.

16. The oven, hob and cooker hood are provided for your use. Use of these by minors is forbidden. Please use responsibly and ensure that after use they are all turned off, thoroughly cleaned, and the hob turned off at the mains switch. If necessary, grease filters in the hood should be checked & cleaned after use.

17. Broadband Wi-Fi is included free for use with hire of The Meeting Room. Whilst every effort has been made to supply a fast and reliable connection (we've installed a dedicated fibre leased line direct to The Boathouse), THE MANAGER accepts no responsibility for loss of service, reduced speed, or the number of devices that might successfully connect at any one time.

18. Broadband connection is also available via 24 ethernet sockets to be found within floor boxes spread around the room. Ethernet cables are **not** provided so please be sure to bring your own if required. Power sockets will also be found in the floor boxes. Great caution must be exercised when the floor boxes are in use, as the box covers and cables create a trip hazard.

19. The broadband Wi-Fi supplied is "content filtered" at source, to provide a safe internet environment for our users. However, content filtering is not a precise science and does not therefore take the place of parent/guardian supervision if children are using the facilities. Please be vigilant.

20. Content filtering not being perfect, it is possible that perfectly safe, valid websites or pages could potentially be blocked. Therefore, **if your event or meeting is reliant on accessing any specific website or page, please provide details to THE MANAGER at least 5 working days before your event**, and we will be pleased to ensure it is "white-listed" on the system and therefore available to you on the day.

21. The Boathouse is designated as a non-smoking establishment. No naked flames, candles, fireworks, fires etc are allowed inside or outside of the hall due to the risk of fire.

22. THE HIRER shall ensure that no dogs, except guide dogs, are brought into The Boathouse.

23. Rubbish and bottles must be removed and disposed of in accordance with current environmental legislation.

24. THE HIRER is not permitted to attach any item to any of the wall surfaces.

25. If THE MANAGER deems the event "out of control" or in breach of this agreement, you will be required to close the event with immediate effect. Under these circumstances, no refund will be due.

26. THE MANAGER reserves the right to withhold all of the damage/loss deposit due to any of the above conditions not being met to our satisfaction.

27. **THE HIRER should be aware that CCTV operates in The Meeting Room**, fed directly to Rushden Lakes Management/Security Suite only.

28. The Meeting Room is a "dry-room" meaning no wet kit and no wet people are allowed. Any wet gear or people should enter only via the Kit-Out room if available.

29. THE MANAGER accepts no responsibility for loss of, or damage to, any personal belongings of THE HIRER or the hiring group. No external key is available to hirers, and The Meeting Room must not be left unattended at any time during the hire.

YOU MAY BE REPORTED FOR FAILING TO COMPLY WITH LICENCING LAWS, AND MAY BE PROSECUTED IN A COURT OF LAW.

Hirer's Declaration

I have fully read and agree with the conditions of hire and the cleaning routine sent to me with this document.

I agree to pay a damage deposit of £200, which will be returned if the meeting room and associated facilities are left clean, tidy and undamaged and I do not overrun the hours booked.

If any of these events occur, I may lose my deposit.

For clarity, the full £200 deposit will be forfeit if the meeting room is not entirely vacated within 15 minutes after the booked time ends.

Evening events **MUST** be concluded by 9.30pm, allowing clean-up until 10.00pm.

Signature of HIRER: _____

HIRER'S name printed: _____

Date: _____

NOTE THAT THE PERSON IN CHARGE OF THE HIRING GROUP ON THE DAY OF HIRE WILL BE REQUESTED TO SIGN BELOW TO ACKNOWLEDGE THE TERMS OF HIRE & THE MEETING ROOM RISK ASSESSMENT (DISPLAYED), AS WELL AS CONFIRMING THEIR RESPONSIBILITY FOR:

- **FIRE SAFETY REGULATIONS AND FIRE EMERGENCY PLAN, INCLUDING ENSURING THAT, IN THE EVENT OF A FIRE EVERYBODY LEAVES THE BUILDING & THAT EMERGENCY SERVICES ARE INFORMED BY PHONE**

SIGN BELOW ONLY ON DAY OF HIRE, TO CONFIRM YOU AGREE TO THE ABOVE, THANK YOU:

Signature: _____

Name printed: _____

Date: _____

On Behalf of: _____

Meeting Room Booking Form

Reference Number _____

Please first check availability by phone on **01933 522 223** or by email: meeting@theboathouse.org.uk

To book, please pay and complete the Booking Form and any other relevant information, sign the Conditions of Hire (page 13).

The easiest way to complete and return is by saving this PDF Document and choosing the "Fill & Sign" option down the right-hand side once saved, then send by email to above email address or any Canoe2 contact email.

Alternatively; print, complete and then scan it back to us via email, or return by hand or post to our address shown on Page 3.

| | |
|-----------------------------------|--|
| Full Name | |
| Address Line 1 | |
| Address Line 2 | |
| Town | |
| County | |
| Postcode | |
| Telephone Number | |
| Email Address | |
| How did you hear about us? | |

| | |
|--------------------------------------|--|
| Dates of Hire | |
| Day of Week | |
| Start Time | |
| Finish Time | |
| Total Booking Fee | |
| Plus Security/Damage Deposit | |
| A1 Flipchart pad(s) required? | |
| Nature of your event | |
| Room Layout Requested | |
| Number of Attendees | |

Meeting Room Layouts

On the day of hire, the room will be setup by Canoe2 staff in accordance with the layout indicated at time of booking. If you change the layout of the table and chairs, please return them to the way it was at the start of your hire. We will also adjust the layout based on how many seats you request.

Note: You may bring up to **25 people** for any meeting room use, but the maximum number indicated is the TOTAL maximum number of people (including all delegates, staff, lecturers, trainers or officials chairing the meeting, etc).

| Layouts Summary | |
|-------------------------------|-----------------------|
| Layout Style | Maximum Room Capacity |
| U-Shape (default) | 20 people seated |
| U-Shape of Chairs (no tables) | 16 people seated |
| Boardroom | 24 people seated |
| Classroom | 12 people seated |
| Group Tables | 18 people seated |
| Theatre | 24 people seated |
| Reception | 25 people standing |
| Bespoke | Layout dependent |

U-Shape Layout (Default)

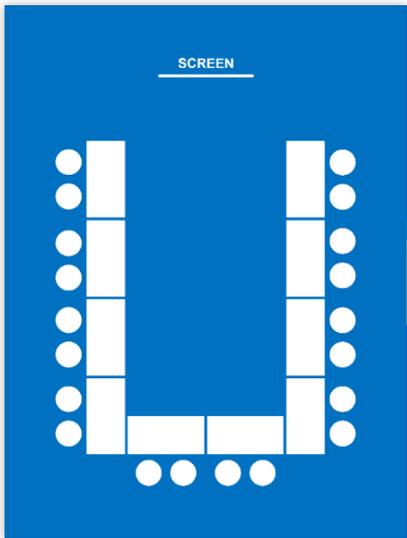
Maximum seated capacity of 20 chairs.

Large U-Shape of tables with up to 20 chairs around them, all delegates have a view of AV equipment at front.

This is our standard, most popular layout; if no layout is specified on booking, this is the default.

U-Shape of Chairs (no tables)

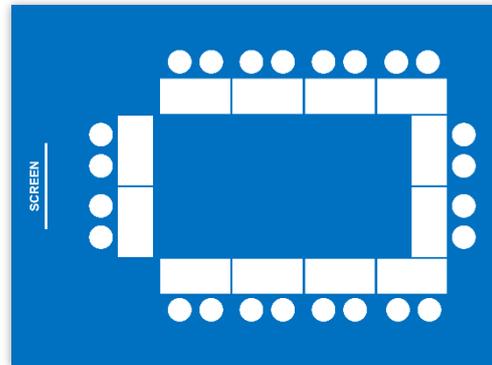
This layout is also available, when specified on booking, ideal for up to 16 people seated.



The diagram shows a blue rectangular area representing the room. At the top center, there is a white line labeled 'SCREEN'. Below the screen, a white U-shaped table is arranged. The left and right arms of the U are long, each with 8 white circles representing chairs. The bottom arm is shorter, with 4 white circles representing chairs. All chairs are facing towards the screen.

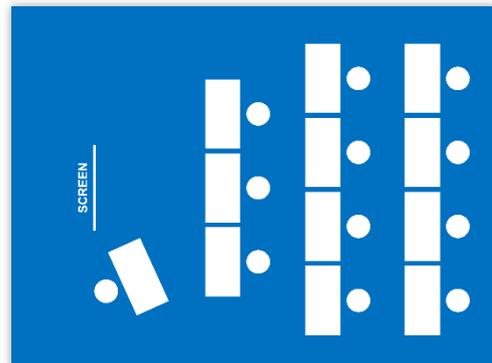
Boardroom Layout

Maximum seated capacity of 24 chairs.
Large rectangle of tables with up to 24 chairs, majority of seats have view of the AV equipment at the front of the room.



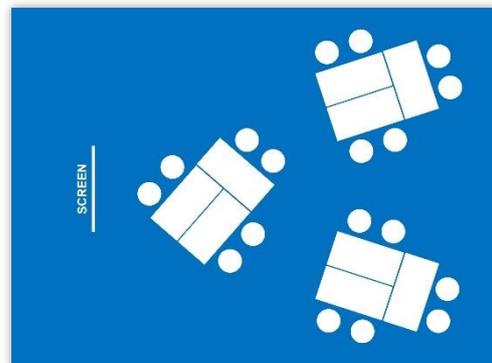
Classroom Layout

Maximum seated capacity of 12 chairs.
One table and chair per delegate set up facing the front, appropriately spaced from each other if requested.
One desk for the person delivering the session at the front of the room.



Group Tables Layout

Maximum seated capacity of up to 18.
Tables arranged in sets to allow 6 people to get round. Great for events where group working is involved.
More chairs or more groups can be arranged in a bespoke layout.

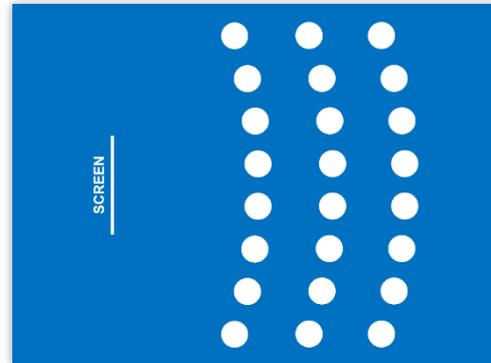


Theatre Layout

Maximum seated capacity of up to 24.

Rows of appropriately spaced chairs, depending on the number of delegates indicated upon booking.

All chairs facing the front where the AV equipment is, with one person delivering the session from the front.



Reception Layout

Maximum standing capacity of 25 people.

No tables or chairs are set up.

Delegates are standing, socialising and mingling in small groups in the room.

Bespoke Layout

Maximum capacity depends on the layout and nature of the event, usually up to a maximum of 25 people.

Ideal for trade shows and exhibitions, as well as special events where one of our other layouts doesn't quite fit your needs. We can discuss your requirements about the room layout prior to your hire to allow you to use your time more efficiently when occupying the meeting and events room.



The Boathouse Meeting and Events Room

Telephone - 01933 522 223

Email - meeting@theboathouse.org.uk

Website - www.theboathouse.org.uk

**The Boathouse, The Boardwalk, Rushden Lakes,
Rushden, Northamptonshire, NN10 6FA**

Designed by James Cassin for The Boathouse – Version 1.2