

# CHRISTMAS PARTIES

## Terms & Conditions

- All Events are subject to availability
- Provisional bookings will be held for 7 days. If after 7 days has passed the deposit has not been paid to confirm the booking, the provisional booking will automatically be released
- A non-refundable and non-transferable deposit of £10pp is required to confirm any bookings
- The balance of the booking is due 4 weeks prior to the event date
- Any bookings made within 4 weeks of the event date will be full payment
- All final payments of the package and drinks packages are non-refundable non-transferable.
- If your final numbers are lower than your initial booking, the deposits are non-transferable and cannot be put towards the final balance or drinks pre-orders.
- All menu pre-orders and dietary requirements are due 4 weeks prior to the event date.
- The organiser will be issued with an excel spreadsheet to collate menu pre-orders. This must be completed and returned in the same format. The venue will not accept any hard copies, incomplete orders or orders on any other format.
- Any groups which will be spread over 2 or more tables are required to table places to their guests, and their menu pre-order must be completed in these tables.
- Events are subject to minimum numbers. On the rare occasion this minimum is not hit and we therefore need to cancel the event, customers will be contacted and given the option to move to an alternative date (subject to availability) or request a refund of their deposit.



## Covid Terms & Conditions

- In the event of a local or national lockdown, or legal guidelines meaning the event can no longer take place, the client will be offered a refund of monies paid, or to move their booking to an alternative date, or monies paid to be held in credit.
- By booking you acknowledge & accept that you will adhere to any covid guidelines we may need to have in place, such as, but not limited to, wearing of masks, social distancing, changes to timings, entertainment, capacities, any appropriate amendments required.
- By confirming your booking you acknowledge the ongoing COVID-19 situation and accept the policy in the eventuality a guest no longer be able to attend due to isolating, having symptoms of, or a confirmed case of COVID-19, this will be classed as a cancellation & no refunds or credits will be given.

## FAQ

- **Dress Code** – We do not operate a strict dress code, however we suggest 'Dress to Impress'. We kindly ask you do not wear jeans, sportswear or trainers.
  - **Timings, Main Auditorium** – Doors open for the Drinks Reception at 7pm, with guests being seated at 7.45pm and dinner commencing at 8pm. Timings are subject to change on the evening. The event ends at Midnight.
  - **Dietary Requirements** – We can cater for all dietary requirements, please make a note of these on the pre-order form, and our chef will ensure your guests requests are actioned.
- Table Sizes** – Our standard table sizes are up to 10 guests. We have a small number of tables which can accommodate up to 12. Please speak to a member of the team if you wish to discuss table sizes.