

CHRISTMAS 2017

Booking Policy



PING PONG, WONDERBALL AND FOOD & DRINKS PACKAGES:

In order to secure a booking, full Wonderball hire and/or table hire inclusive of VAT is required as a **non-refundable/non-transferable deposit** at the time of booking. *In the case of a cancellation, the client will forfeit the full deposit.* Confirmation of your food and drinks package with final numbers is required **with full payment** for ALL bookings **at least 6 weeks prior to the date of the booking**. If you secure a party that is **less than 6 weeks away**, full payment and confirmation of packages is required at the time of booking. Food and drinks packages are available for a minimum of 10 guests. The number of guests booked in is the minimum number to be ordered for (i.e. If a booking is secured for 25 guests, you will receive a package for 25 guests). If, for any reason, your number of guests decrease prior to your arrival, the number of tables or duration of the booking may be reduced in adherence to the booking policy of 6 people per table per hour.

RESTAURANT:

In order to secure a booking, a deposit of £10 per person inclusive of VAT is required as a **non-refundable/non-transferable deposit** at the time of booking. *In the case of a cancellation, the client will forfeit the full deposit.* The 2 course meal is available for restaurant seatings between 12pm and 4pm. The 3 course meal is available throughout the whole day. Final numbers and individual menu choices must be confirmed **at least 6 weeks prior to the date of the booking**. The number of guests booked in is the minimum number to be catered for.

Please note: While we do our best to accommodate requests, changes to orders will not be permitted within 6 weeks of your booking.

PING PONG, WONDERBALL & RESTAURANT:

If you have made a dual booking, we will only require the restaurant deposit of £10 per person per the terms and conditions listed above. Pre-orders required per policy above.

DEPOSITS:

All deposits are to be received via credit/debit card transaction. Should you require another form of payment, please speak to a member of the team.

GAMES GURU BOOKING:

Once availability for a Games Guru is confirmed by the Reservations team, full payment is required immediately. Final numbers must be confirmed at least 6 weeks prior to the booking. This will be the guaranteed minimum number charged for. If numbers decrease, or the Games Guru booking is cancelled prior to the 6 weeks, we will redirect the spend to be redeemed against the bill on the night, or provide full refund upon request. If numbers decrease or the Games Guru booking is cancelled less than 6 weeks before the event, the paid funds will be forfeited.

CONTACT

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