

TERMS & CONDITIONS

GENERAL

We operate a strict "Challenge 25" policy. We recommend that anyone fortunate enough to look under 25 brings along their photographic driving license or passport.

We do not permit anyone under the age of 18 to be on the premises after 9pm.

Although we do allow functions to decorate the venue, we do not permit the use of confetti or glitter through-out the space. If you are looking to add decorations to your function, please advise your event co-ordinator no later than 7 days prior to your booking date.

Being on our guest list does not guarantee entry

Our door staff have the right to refuse entry based on the licensing objectives.

We operate a strict door policy which states no fancy dress, no large groups & smart/ casual attire to be worn.

If you are unhappy with any aspect of your experience with us, please let us know at the time so we can resolve the situation for you.

FINANCIAL

We can provisionally hold areas for up to 7 days, after this we will try and contact you. However if we have not received your deposit in this time we reserve the right to cancel your booking.

All initial holding deposits are non-refundable in the event of booking cancellation.

Any functions cancelled within 14 days of the booking date are liable for the full payment of pre-ordered food & drinks packages.

Any pre-ordered package's (including bar tabs) that have not been used by the end of the function are not eligible for refund. Remaining balances are available to be transferred to an alternate date within 6 weeks of the initial function to be used (subject to availability) , if you are interested in using the remaining balance of your function after the event - please contact your event co-ordinator within 5 days after your function.

All drinks packages may include a minimum order of items.

DINING, FUNCTIONS & PRE-ORDERS

Due to food preparation laws, all food consumed on our premises must have been prepared by us. At the discretion of management, we may allow you to provide cakes or sweets, however this must be discussed prior to your function.

Please note your table will be held for 30 minutes from the reserved time, if you are running late, please contact us on 0191 260 3040 so we can try our best to accommodate you.

Menus are subject to change, in the unlikely event that this does happen your party will be informed.

Buffets can only be left out for 2 hours due to health & safety regulations. The latest time buffets can be cleared from a function is 10:30pm

If you do not wish to be contacted by our feedback team please let us know.