

Our team of Christmas coordinators are always on hand should you have any questions, but here are a few frequently asked questions that we thought you might find useful:

FAQ

What is the deposit and when do I have to pay in full by?

Shared Christmas parties: A non-refundable deposit of £15 per person is required when booking and the full balance is payable six weeks prior to your party date by BACS or alternatively we can accept debit or credit cards.

Private Christmas parties: All private bookings are subject to standard 'The Venues Collection' terms and conditions. Please ask our team for more information.

New Year's Eve parties: A non-refundable deposit of 50% is required when booking and the full balance is payable six weeks prior to your party date by BACS or alternatively, we can accept debit or credit cards.

I've pre-ordered a drinks package; how do I get it on the night?

These will be available on your table when you arrive. A bar is also available should you require further drinks throughout the evening.

Can we add people to our party?

Yes of course, the more the merrier as long as we aren't fully booked. Please contact us to amend your booking.

Can each member of our party pay separately?

To keep things simple, we ask that payments are made via the main organiser of the booking.

Is there an age restriction?

Guests must be 18 years or older - apart from the New Year's Eve Family Party.

Can we do a table plan for our party?

Yes, of course. Feel free to bring name cards to put on the table so everyone knows where to sit.

FAQ

Are your parties sustainable?

We've made a commitment to reach Net Zero by 2030. All of our parties will offer sustainable menus using British, ethically sourced ingredients wherever possible, including our Red Tractor Assured Turkey.

To minimise waste, we've switched from traditional crackers to a digital e-cracker prize draw.

I have a food allergy; do I need to tell you?

That's not a problem, please inform us when you make your booking and menu choices six weeks prior to your party date. We have full allergen information, should you wish to see this.

Is there car parking onsite?

There are plenty of free spaces to park your car.

Is there onsite accommodation available?

We have a selection of bedrooms available. Please contact us for rates and availability.

Is there a bar on the night?

A bar will be available. We are a cashless venue, so please remember to bring your debit or credit card.

Is there a dress code?

Our guests love getting dressed up and it really does add that extra special feeling to the night, so get those glad rags out and smarten up!

**IF YOU HAVE ANY OTHER QUESTIONS, PLEASE
DON'T HESITATE TO CONTACT US**



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