



## TERMS AND CONDITIONS

### **Do festive bookings require a deposit?**

We require a £10 deposit per person to secure your festive booking. For Christmas Day, we require a deposit of £40 per adult and £20 per child.

### **How do I pay my deposit?**

Once you've made your enquiry, we'll email you a payment link, you may also reference your booking and pay cash at the pub. We also accept BACS payment, please email [eventstribes@elitepubs.com](mailto:eventstribes@elitepubs.com) if you wish to do this.

### **Do I need to make a pre-order?**

If your booking is for a group of 6 and above, we will require a pre-order for you and your guests.

### **When do I need to submit my pre-order?**

Your final numbers and pre-order must be with us at least 7 days prior to your booking. We will provide name cards for all bookings over 6 guests, noting your food choices.

If you're dining with us on Christmas Day, pre-orders must be taken before Wednesday 14th December.

### **What should I do if somebody in my group has an allergy?**

Please note any allergies during the booking process, along with the person's name.

### **Can I change my pre-order if I change my mind?**

You may change your pre-order up until 24 hours before your booking, after this you'll be unable to make changes.

### **Can my party order from a mixture of the Festive Menu and Daily Menu?**

Every member of your party must order from the same menu, however you can each choose whether you dine on two or three courses.

### **How long do I have my table for?**

Christmas Day bookings are allocated for 2 hours, so we recommend a prompt arrival.

For festive bookings, time allocations differ depending on the number of people in your party. You can check your allocated time slot on your booking confirmation.

### **What will the set-up of my table look like?**

Tables are set up with festive napkins, Christmas crackers, and place cards. You are welcome to bring extra decorations, however we kindly ask for no confetti. If your booking is in the Adventure Shacks, they will be kitted out with full festive decorations.

### **What happens if I arrive late to my booking?**

Please let us know if you will be late to your booking. Delayed arrival to your booking may shorten your allocated time slot.

### **What is the dress code?**

Smart casual. We kindly ask for no hats or working uniform.

### **I have a private booking with you, can I arrange to have my own music or performer?**

Festive music will be playing throughout our pubs and private function rooms, but due to the open space of our venues, we cannot allow personal music or performances.

### **I need to cancel my booking, what happens now?**

For bookings of 15 and above, any cancellations before the 24-hour notice will not be charged for the meals, your deposit will be transferred to another date. Bookings cancelled after 24-hour notice will be charged the full amount quoted for the date of the event.

No shows on the day will be charged the full price of the menu. We do not refund deposits at this stage.

### **Do I have to pay service charge?**

There will be a discretionary service charge added to your bill on the day of your booking

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