

VENUE

Is the venue heated?

We have multi-thermostatic heaters throughout all of our marquee venues. Please note these are more than capable of making all of our venues warm on even the coldest December night.

All of our venues that are permanent structures also have heating systems in place to make sure you and your guests are comfortable and warm throughout the evening.

Does the venue have disabled access?

All of our venues are accessible to wheelchair users and those with limited mobility. However, please note that some of our venues have a raised dance floor, which are only accessible by steps. Should any of your guests have such, please do call us on 01932 359900 or email bookings@bestpartiesever.com so we can do our best to ensure their requirements are looked after during the event.

What is the venue like?

Our marquee venues are erected as a semi-permanent structure with a spirit-level. The marquee venue will be carpeted and include a fully-suspended floor.

Booking Admin

How much is the deposit per person and when is it due?

The deposit per person is £25.00 and this amount is non-refundable and non-transferable.

Your deposit must be paid for all guests to confirm your party with us.

Depending on the popularity of the night, our email will let you know how long you can hold for under no obligation, before the deposit will be due. This will vary and is subject to change.

If it is less than 6 weeks till your chosen party date, full payment will be due to confirm your booking. This is because the final balance of any party will be due at this time.

Can I add to my booking later?

We are as flexible as possible up until 2 days before your party, and we will always try our best to accommodate last minute changes, however, we cannot guarantee this. Provided that we have availability you can add to your booking.

Please note, availability is subject to change and tickets are on a first come, first served basis. You can add or decrease the number of guests in your booking through your online account or by sending written confirmation via email to bookings@bestpartiesever.com to confirm how you would like to proceed in regards to your booking number. Full payment is required in order to secure your additional tickets.

Please be aware that if guest numbers increase via online bookings or via email confirmation, you will automatically be liable for those additional costs, as per the terms and conditions.

You can amend your booking 24 hours a day, 7 days a week using the 'My Account' section of our website. If you have trouble accessing, please contact a member of our team.

If you wish to reduce the number of people in your party, we are afraid that any monies already paid are non-refundable and non-transferable meaning these payments cannot be used towards any additional orders or balance payments. For example, you cannot use this money for drinks packages, or any add ons etc.

What is the minimum number of guests that I can book for?

The minimum booking is for 8 guests. We seat each booking at their own private tables, and do not mix bookings across shared tables.

If your group is on more than 1 table, all your designated tables will be next to each other.

Is there an age limit?

We only stipulate a minimum age limit for our guests, however, in line with our licence, we are afraid our parties can only be attended by guests who are over 18 years old.

Business / Consumer Price – claiming back VAT

All customers pay the Consumer Price to book their party.

If you are a VAT registered business you can then claim back the VAT – through your business as like any other business expense, and so you end up paying the advertised business price.

How and when do I pay for my party?

The initial deposit of £25.00 per person is due to confirm your booking, the booking confirmation email sent to you will detail the deadline to complete this by. This deposit per person is non-refundable and non-transferable.

Your final balance for your booking is due no later than 6 weeks before the date of the party.

Any additional items such as drinks packages must be paid for when the order is placed.

The balance of your booking can be paid on our website, by bank transfer (BACS), or over the phone with us. All details can be found on your booking confirmation email.

Can I change my booking?

We are as flexible as possible up until 2 days before your party. Provided that we have availability you can add to your booking.

Please note, availability changes constantly and tickets are on a first come, first served basis. You can add additional guests through your online account or by sending written confirmation via email to bookings@bestpartiesever.com to confirm how you would like to proceed in regards to your booking number with full payment in order to secure your additional tickets.

Please be aware that if guest numbers increase via online bookings or via email confirmation, you will be automatically liable for those additional costs.

You can amend your booking 24 hours a day, 7 days a week using the 'My Account' section of our website (up to 48 hours before your party).

If you wish to reduce the number of people in your party, we are afraid that any monies already paid are non-refundable and non-transferable meaning these payments cannot be used towards any additional orders or balance payments.

What size are the tables?

We have a variety of different sized tables and we will allocate your group the best suited tables for your final group size.

Please note the largest of our tables seats 12, therefore any groups over 12 will be split over multiple tables – these will of course be placed next to each other in the dining area.

The smallest of our tables hold 8 guests, which is our minimum booking size.

How do I book my party?

You can reserve your party online 24 hours a day, 7 days a week! Simply go to www.bestpartiesever.com and select your venue – then choose the best date for your group and snap up those places before someone else does!

Our 'My Account' section of our website will then allow you to pay deposits, add drinks packages, send invitations to your guests, update their dietary requirements and see all the information about your party.

We're more than happy to speak over the phone on 01932 359900 and we can talk through any questions you have and book your party for you.

Whichever way you choose to book your party; you'll receive an email which states if you wish to confirm your places you have a set holding period before paying a £25.00 deposit per person.

Please note that the deposit per person is non-refundable and non-transferable.

The deposits, as well as the balance of your booking can be paid on our website via your online account, by bank transfer, or over the phone with us. All details can be found on your booking confirmation email.

Menu

Dietary Requirements

We have designed delicious set menus alongside our main set menu for those guests who are vegetarian, vegan or have an allergy to dairy, gluten or nuts.

We can also cater for Halal meals – if they are pre-ordered.

Please note that these alternative menus are set and must be ordered in advance of the party, you will receive the full chosen menu. Unfortunately, we cannot mix and match courses from each menu. A sample set menu is listed on our website. For example, if you are Vegetarian you will follow the Vegetarian set menu for all 3 courses.

Please note that we are able to provide Kosher meals at a cost. However, you are more than welcome to arrange for us to receive a Kosher meal on the day of your party and we will cook this in

our ovens and serve (still in the tray) to your guests at their tables. There is no additional charge; however neither does the guest receive any discount for not having one of our own meals.

What's on the menu?

There is a sample set menu which can be viewed online – simply go to www.bestpartiesever.com and select your venue.

The starter, main course and dessert platters are served to your table with tea and coffee being served from an ongoing station after the meal has finished. Please note, desserts are served on a selection plate to share with your table of guests.

Our additional interactive dessert stations will be after the meal.

This allows everyone to get on with enjoying the party, and those who wish to have tea & coffee to do so from the end of dinner service until 11pm. The DJ will announce where and when these stations are available, so make sure you listen out!

Drinks

How much does it cost for the delivery of my wristbands/tokens in advance?

All drinks orders that include wristbands, drinks tokens, or dodgem tokens, if placed and paid for well in advance of the party, will be dispatched out to you by tracked delivery or courier 10 days before your party.

A fee of £3.95 inc. VAT is charged as a contribution towards this service, to ensure your package is tracked along the way and to know when it will arrive with you.

You can also track your parcel, the links will appear in your online booking account at www.bestpartiesever.com/account.

Drinks Packages

Please note that the packages are special offers, and as such you must order the same package for every guest in your group. If a member of your group would like a wristband or drinks package A/B, the same must be purchased for every guest in your booking.

Should not everyone in your group wish to select a drinks package, you can order wine and water by the bottle at our bars which accept card payments only on the night. Alternatively, pre-order drinks tokens for your guests, information regarding drinks tokens is available on our website.

For more details, please visit our website at www.bestpartiesever.com, call our team on 01932 359900, or email bookings@bestpartiesever.com

Wristbands

We offer three types of wristbands which must be pre-ordered for everyone in your group.

- 1) All-inclusive Bottled Beer, Cider, House Wine (White, Red and Rose), Prosecco and Soft Drinks.
- 2) All-inclusive Single Spirit & Mixers, Bottle Beer, Cider, House Wine (White, Red and Rose), Prosecco and Soft Drinks.

- 3) All-inclusive Premium Single Spirit & Mixers, Bottled Beer, Cider, Wines (White, Red and Rose), Prosecco, a Selection of Cocktails and Soft Drinks.

There is access to bar(s) set aside at the venue for those with wristbands/tokens to use. Should you choose one of the options above during dinner service your tables will be provided with an allocation of Red & White Wine as well as Still & Sparkling Water, if you finish the allocation, you are entitled to take an empty bottle to the bar to swap for another, this is valid during dinner service only.

Please also note that wristbands entitle guests to 1 drink per visit to the bar, in accordance with our responsible drinking policies and licensing objectives. In addition, spirits will be served in singular measurements only.

Wristbands are non-refundable. A delivery charge of £3.95 will be charged if wristbands are ordered, as a contribution towards us dispatching these out to you in advance of your party.

For more details please do call our team on 01932 835900 or email bookings@bestpartiesever.com

Bar Tabs

Please note that we cannot run bar tabs at any of our events. However, should you wish to provide some drinks for your group you can pre-order drinks packages, drink tokens, or wine by the bottle.

How do I pre-order drinks?

We have several drinks packages available, simply go to your online account to see the options available to you www.bestpartiesever.com/account, or go to our website www.bestpartiesever.com and select your chosen venue.

In addition to drinks packages, you can also pre-order wine and water by the bottle.

Please note, we do accept American Express as a form of payment, but there will be an additional charge of 3%.

Please note there is an additional charge of 2% if a payment is made with a corporate card.

A delivery charge of £3.95 will be charged if tokens or wristbands are ordered, as a contribution towards us dispatching these out to you in advance of your party.

No alcohol is to be brought onto the premises. In addition, no alcohol can be taken outside of the premises. If alcohol is brought into the venue you will be asked to vacate the premises.

Location and Parking

Is there parking at the venue?

As every venue is different please go to your chosen venue's page and refer to the 'Location' section for further detail on parking information and arrangements.

How do I get there?

Each of the guests in your party will receive an E-ticket, which they can view on any mobile device or print, and this will detail the venue's location as well as directions to the venue.

Directions and an interactive map is also available at www.bestpartiesever.com on the 'Location' section of your chosen venue page.

On the night

Do the bars accept cards and cash?

Our bars will accept card payments (contactless and chip and pin payments), prepaid tokens and prepaid wristbands as forms of payments.

Please be aware that we do not accept cash payments on the night.

Should you have a wristband or tokens there is a bar for your use and the time spent at the bar is greatly reduced due to these pre-paid payment methods.

Where is the Tea and Coffee Station?

Tea & Coffee is served from a station between 10.00 pm – 11:00 pm.

The DJ will announce where the station is located in the evening, as well as when it is opening so please listen for this or ask a member of the team if you have any questions.

Are strobe lights used?

We don't install strobes at our venues but we do use strobe effects, although this effects is much more subtle, we would advise strobe sensitive guests must be aware of this.

How do I purchase chips for the casino?

Each of our venues have a charity casino, which will be supporting the Make a Wish Foundation.

Tokens can be purchased in advance from a member of our team who will circulate during dinner or from the bar after dinner. Tokens will be exchanged for 10 chips at the casino table(s).

Please note that the profits from our casino will all be donated to Make a Wish Foundation, and as such there are no refunds issued on unused tokens and guests play to win prizes. Please be aware there are no monetary prizes to be won.

One token costs £5.00 for 10 chips. All profits go to our nominated charity, Make a Wish Foundation.

Is there a table plan?

When you enter the venue you will see table plans displayed on screens, which will detail the tables that have been allocated to your group.

We do not set out seating plans with names within groups. However, should you wish to create and implement your own seating plan, with name cards, you are welcome to at any of our venues when the doors open on the night of your party.

Can I dress up to match the theme?

You can of course get into the spirit of the party and dress up relating to the theme, as long as your outfit fits within our smart dress code.

What is the dress code?

We have a dress code of smart dress, as such we do not allow guests to wear jeans or trainers to our events.

Do you carry out any checks upon arrival?

On arrival, we carry out ticket and ID checks. In addition, please be mindful of random bag searches carried out by our security team and please have your ticket ready.

What time do the parties start?

The parties all open at 6:45pm, so we recommend arriving at this time.

After the party

I lost something at the party!

Please email feedback@bestpartiesever.com if you have lost an item at the party – mentioning the venue you attended, the date of the night you attended, as well as a description of the lost item. Please put the subject of this email as 'Lost Property'. We will do our best to locate your item and organise a convenient time for you to collect it, or arrange for this to be posted. If an item needs to be posted, you will be required to provide a shipping label.

Please note that at all events, all items are left at their own risk and the company is not liable for any lost property. It may be the case that your item is unable to be located.

How do I send my feedback to you?

We always love to hear how much you enjoyed our parties, and of course if you have any ideas which may help us improve – please do visit <https://www.bestpartiesever.com/feedback> to complete our feedback questionnaire.

Alternatively, please do email feedback@bestpartiesever.com mentioning the venue and the date of the night you attended.