



## Refund Policy

Our refund Policy relates to the following activities:

### **General Admission:**

For cancellations of less than 21 calendar days prior to the booked date no refund is payable. However you are able to alter the date and time of your booking free of charge.

### **Parties and Exclusive Hire**

The £75 deposit is non refundable. Where the balance has been paid, the following applies:

Substitution of an alternative name or date/time is acceptable at any time up to 14 days before the date of the booked hire. There is no cost associated with this request.

An 50% refund will be given for cancellations given in writing more than thirty calendar days from the delivery of the event, less the deposit. For client cancellation of the booking with less than thirty calendar days but more than 14 calendar days prior to the booked date we will refund 25%. For cancellations of less than 21 calendar days prior to the booked date no refund is payable.

There is no refund available after attendance. Customers may seek references in advance to ensure that the hire they have booked or purchased meets their clearly stated expectations.

Customer can reduce number up to 24 hours before the booking. Please note this is limited to 1 or 2 guests. We may not be able to offer a party room large enough should you alter the number by more than 2 guests.

For no shows, please speak to the management team to arrange for vouchers for entry to cover their cost.