



Eat Bump Groove 2018

Frequently Asked Questions

If you have any questions please do not hesitate to contact the
Magna Events team
Telephone – 01709 723118
Email – events@magnatrust.co.uk

1. What is the dress code for the party?

The dress code is smart/casual – Jeans are acceptable. We do not allow trainers or hooded jackets to be worn in the venue.

2. How many people can we fit on our table?

Our tables can fit a maximum of 12 people.

3. What shape are the tables?

Our tables are 6ft round banqueting tables.

4. Will we be sharing our table with other groups?

For a booking less than 8, if required you will be obliged to share a table with another party booking of a smaller number.

5. What date is the final balance required by?

We require the final payment by the 31st October 2018. Any outstanding balances after this date are subject to cancellation if required. Your deposit and any balance received up to this date are non-refundable and non-transferable.

6. Do you require a deposit with a provisional booking?

We require a £20 deposit per person no later than two weeks after the provisional booking is made to confirm your booking. If this is not paid/confirmed, we may release your places to another booking. All deposits are non-refundable and non-transferable.

7. Can we pay via BACS?

Yes, you can pay via BACS transfer. Please state the invoice number and a party reference when paying into our account. BACS details can be found on your booking details.

8. Am I eligible for a refund?

No. All payments (deposit and balance) are non-refundable and non-transferable, however, if you cancel a place and find another person to join you they can take the place without additional payment.

9. What time does the event start?

The doors open at 19:00 for arrival drinks.

10. What time will the dinner be served?

You will be called to your seats at 19:30 and dinner will be served from 19:45.

11. What time are last orders at the bar?

Last orders at the bar will be at 23:30, the bar will close at 23:45.

12. What date do my food pre-order forms need to be returned by?

We require food pre-order forms with the final balance payments on or before the 31st October 2018.

13. Can I change my food order once I have submitted them?

Once food orders are submitted we **cannot** amend these documents. We need to coordinate the details with all departments and our suppliers which takes time and is difficult to amend.

14. Is it too late to add an additional guest to my booking?

Providing there are places available on your tables, and the night has not sold out, you can add people to your booking up until December 1st 2018.

15. Will a photograph of our food pre-orders be acceptable?

We only accept food orders submitted clearly on the Magna food pre order form we send out to you. This can either be scanned and emailed, completed electronically or posted into us at Magna.

16. Do I need a ticket for entry on the night?

On the evening you do not require a ticket to enter but we will allocate wristbands on arrival. We will have all names of the party guests joining from your food pre-order form and a table/seating plan will be provided for your guests to see.

17. Can I leave my car overnight in the Magna car park?

You can leave your car in our carpark overnight, however the car park is unmanned so anything left is entirely at your own risk. The car park is locked at the end of the night and will not re-open until 10:00 the following morning. Campervans and Motorhomes are not permitted.

18. If we have more than one table will our group be sat in the same area?

Yes, we will put all tables from the same party in the same area wherever possible so that all guests are seated together.

19. A member of our party will not be consuming alcohol on the evening; could you offer them a cheaper rate or discount?

We do not offer discount for pregnant women or guests who do not drink alcohol as soft drinks are included in the all-inclusive package.

20. Can I pre-order wine for my table?

We do not offer pre-ordered wine; a number of bottles will be on the table when you arrive. After this you are welcome to drink wine from the bar, up to 2 glasses at a time per person.

21. Is there a smoking area?

There is an outdoor smoking area located at the main entrance.

22. Is there a cloakroom?

We do operate a cloakroom facility at the main entrance and coats can be left in the cloakroom free of charge.

23. How will we know where we are sitting?

On the evening there will be a number of seating plans displayed around the building.

24. We have 12+ guests in our party, can we not just squeeze one more around the table?

Unfortunately, we cannot allow any more than 12 people around one table. Your group will need to be split over additional tables.

25. A member of my party is under the age of 18, can they attend?

As the party is has an all-inclusive bar, we cannot allow anyone under the age of 18 to attend. We operate Challenge 25 on all our bars and IDs will be checked if required.

26. If a night is fully booked can we be put on a reserve list?

We do offer a reserve list for the party nights on a first come first served basis however this will not guarantee a place.

27. A member of my party does not want to dine with us but wishes to arrive later; can they do this and/or be given a cheaper rate?

Members of your party are permitted to arrive later but we will need prior notice to ensure our security team will allow them entry. They will still be charged the full rate.