



## Eat Bump Groove 2021 FAQ's

**1. Do you require a deposit with a provisional booking?**

To secure your booking we require a £20 deposit per person no later than 2 weeks after the provisional booking is made. Deposits are non-refundable and non-transferable.

If we do receive your deposit payment with the 2-weeks holding date, your provisional booking will be released without further notice.

**2. What date is the final balance required by?**

Final balance payments are required by the 29<sup>th</sup> October 2021. Any outstanding balances after this date are subject to cancellation.

**3. How do I pay for my party?**

Magna accepts payments via credit/debit cards over the phone, BACS transfers or via business cheque's (must be payable to Magna Enterprises Ltd).

All payments must state your booking reference or party name.

**4. Am I eligible for a refund?**

All deposits and final balance payments are non-refundable and non-transferable after your final balance has been paid. However, if you cancel a place and find another person to join you, they can take the place without additional payment.

**5. Bookings made after the 29<sup>th</sup> October 2021.**

All booking made after the 29<sup>th</sup> October 2021 will be required to pay in full at the time of booking.

**6. 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 7 days prior to your party.

**7. How many people can we fit on our table?**

Our tables can accommodate a maximum of 12 people.

**8. Will we be sharing our table with other groups?**

For a booking less than 6 guests, if required you will be obliged to share a table with another party booking of a smaller number.

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

All food pre-order forms are required on the 29<sup>th</sup> October 2021 along with final balance payments.

Forms must be submitted via Magna's pre-made order form; any alternative methods will not be accepted. We require individual forms for each table you have allocated to your booking.

All dietary requirements must be clearly indicated on the food order form.

**10. Can I amend my meal choices?**

Once your food order forms have been submitted on the 29<sup>th</sup> October 2021, we are unable to accept any changes due to the administrative process.

Anyone that is replacing someone who cancelled their place will not be able to amend the food order unless they have a dietary requirement.

**11. What are the event timings?**

Doors and bars open at 19:00, food to be served approximately 19:30, entertainment to begin at 21:30, last orders at the bar will be at 23:30 for bars to close at Midnight.

**12. What drinks are included in the all-inclusive package?**

*The drinks package includes* house wines, draft beers and ciders, house spirits, mixers and soft drinks. Premium drinks available on the night for a small supplement.

**13. 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.

**14. Is there a cloakroom?**

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

**15. Is there a smoking area?**

There is a smoking area located at the main entrance.

**16. Are there any age restrictions?**

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.