



BANQUET FAQs AND TERMS AND OUR POLICIES

- What are the opening times of the banqueting suite?

The restaurants timings can differ to the restaurant opening times. Usually, our banqueting events are either afternoon events from 12 noon to 5pm. Or evening events from 7pm-12 midnight. We are however flexible on timings and can agree these upon booking.

- How much do you charge for children?

Children under the age of 4 are not charged. Children aged between 4-12 years old are charged half of the package price per head. Please also note children are only accounted for once the minimum number of adult guests has been met.

- What is included within the package price?

A three-course set menu meal inclusive of soft drinks. The per head price also includes the hire fee of the venue. The

package price does not include the service charge which will be added.

- Is the food halal?

Yes, the food can be made to be halal so long as we get advanced notice of 7 days prior to the event.

- Is there a car park facility?

Yes, we have car parking for up to 100 cars in the school and sports centre we are contracted with which is located opposite the restaurant (Featherstone School and Sports Centre).

- Is it suitable for wheelchair users with disabled access?

Yes, our banqueting suite is suitable for wheelchair users with full disabled access. We have a lift on the ground floor which brings you up to the banqueting suite.

- Do you cater for vegetarians and vegans?

Yes, we can create a vegetarian and vegan menu to suit you. We offer many vegetarian and vegan dishes for you to select from.

- What about allergen information?

We have an allergen matrix available at the premises available for you to view. We can provide you with the specific allergen chart for your menu at your event. We take allergens very seriously and although we take extreme caution to minimise the risk of cross-contamination, we cannot guarantee that any of our products are safe to consume for people with specific allergies.

- What methods of payment are accepted?

We accept all major credit cards including American Express. We will also accept payment in cash. We do not accept personal or company cheques.

- Do you have baby chairs?

Yes, we have baby chairs

- Do you have WIFI?

Yes, we have WIFI and the password is available from the management.

- Are we able to pack leftover food?

For a banquet function, no takeaway food is permitted as this is the policy we are to follow.

- Am I allowed to bring my own hard drinks to my banqueting event?

We are a fully licenced premises however if a package has been agreed where the customer is paying a corkage charge within the package price then this will be in the banquet contract form and agreed in advance.

- Can we bring a cake?

Yes, you are welcome to do so. Or if a cake is being delivered prior to the event by an external company, this must be agreed and arranged in advance with the events team.

- Can we bring our own recommended DJ?

Yes, so long as the DJ or music band/group bring along their own equipment including speakers.

- Can we use the banqueting music system?

Yes, so long as you plug in an iPad or phone you can play your own playlist.