



## V-ATE Special Occasion Parties



### **Payment terms and deposits:**

V-ATE operates a deposits policy of £5 per person per party for special occasion party bookings. Your booking is not confirmed until we have received your non-refundable deposit of £5 per head. Deposits are taken by credit card, debit card, or cash. We accept all major credit cards. Through payment of this deposit you are deemed to have accepted our Party Terms and Conditions. We reserve the right to decline any party booking request. Your party balance must be settled in full on the day of the party.

### **Minimum and Maximum number policy:**

V-ATE operates a minimum number for a special occasion party of 5 guests including an adult to supervise. We operate a maximum of 10 including 2 adults to supervise.

### **Cancellations Policy:**

You must confirm exact party numbers 48 hours before the party. This number is what you will be charged on the day of the party. If you fail to confirm numbers 48 hours before the party and turn up with less, you will be charged for the original number booked – however you will receive your deposit back in full. If you do confirm final numbers before the party, but arrive with less, you will be charged for the number you confirmed. If you cancel less than 48hrs before, you will lose your entire deposit. If you book a party and do not turn up, you will lose your entire deposit. Confirmation of party numbers or cancellation of the party must be done by emailing the restaurant manager to this address [contact@v-ate.com](mailto:contact@v-ate.com).

### **Pre-Ordering and Dietary Requirements:**

We will require your orders 48 hours in advance. As the party organiser you will be required to collect these orders from your guests. Our invitations have a link to the menu available to our party guests based on the party package you have selected. Each invite gives instructions for guests / parents of guests on how to get their orders to you. You will need to collect these orders and send them to us.

Special dietary requirements and any other pertinent information should be discussed with us at the time of booking or payment of your balance. We will endeavour to accommodate any special requirements which have been discussed with us.

Please note that if a child has a specific gluten intolerance, we can provide a non-gluten meal. However, we do not have a Gluten Free Only Fryer or Prep Area.

### **Birthday Cakes Policy:**

You may bring your own Birthday Cake although we do not allow you to eat your own cake on the premises. If you would like to have a cake to eat or to take home we can provide this for you at an additional cost. Our team will sing Happy Birthday to you Birthday Boy/Girl.

### **Parental Supervision:**

An appropriate level of adult supervision must be present at all parties. This is 1 adult to every 5 children. Whilst our team will be on hand throughout the party, parents must be nearby at all times and must step in to help any children go to the toilet or wash their hands.

### **Liability:**

Personal possessions left at the party are left at your own risk. We will not accept responsibility for the loss of or damage to any personal possessions on our premises, or for any personal injury arising other than through our negligence or that of our staff.

### **General Terms and Conditions:**

Your party must arrive promptly at your booked arrival time. You will be given a grace period of 15 minutes to complete your table. If you miss this allotted slot then you will be put at the back of the queue and may have to wait for the next available table of the correct size. For large groups this wait time could be considerable.

We will seat your party within 30 minutes of your allotted time. If we cannot seat you at your booked time your party will be taken to our V-ATE Pod whilst we prepare your table. You are also welcome to continue your party in our V-ATE pod once your 90 minutes at your table comes to an end. Drinks will be available in our V-ATE Pod at an extra charge.

Your party will receive 90 minutes at your table. This 90 minutes begins from the time that you are seated and not from your booked arrival time.