



## **How to make the most of your booking at The Oyster Shed this Christmas**

### **Should I pre order drinks?**

We recommend having a minimum of 2 drinks per person to be ready on arrival. This helps everyone get a drink as soon as they arrive and it guarantees your preferred drinks selection.

### **Do I need to pre order my food?**

During the festive period we require all food to be pre-ordered for group bookings with at least 2 weeks notice due to the busy festive season. Both the festive set menu and the sharing boards are only available if ordered in advance.

For groups of 50 or more we will require you to choose 1 of the dishes from each course and we will also provide a vegetarian option for each as well (a total of 2 choices per course). Please inform us of any dietary requirements as these will be catered for on an individual basis. We require the number of choices to be reduced for very large groups in order to ensure a smooth service for yourselves and our other guests.

### **We have a seated meal with a pre order, what happens if somebody in the group drops out?**

If for any reason a member of your party cancels, we can only guarantee the meal will be removed free of charge if it is at least 14 days before your booking. If it is less than this the cost of the meal will be charged as ingredients are specifically ordered in for these pre orders.

### **How much sharing food should I order?**

For standing drinks parties a good food selection is vital! The amount of food you should order depends on whether you are providing light bites or if it is meant to be something more substantial but as a guide we recommend 1 sharing platter between 2-3 people as well as some of the additional sides.

### **What happens if somebody has allergies?**

First of all, please let us know as we want to ensure a safe and enjoyable experience for all! We have a number of options which you can choose from, our menus show what is vegetarian/vegan/gluten free and we also have our allergens matrix for all of the main allergens. Please don't assume any dish is allergen free and we are more than happy to assist where needed.

### **When will my food be served?**

The festive period is an extremely busy period so we run to a strict schedule. Food will be served within 15 minutes of arrival so please ensure all guests are on time.

### **Can we request a specific table?**

If you have booked a table for festive dining we can't unfortunately guarantee a specific table due to the need to be flexible with table allocations.

If you book an area for a standing drinks party you will be assigned a specific area. Please discuss this with your events manager when making your booking.

**Can we extend our slot?**

Bookings are made during fixed time slots. If you wish to extend your time into the following slot you will have an increased minimum spend based on the entirety of the additional slot as we will be unable to resell part of it.

**Is there space before/after our booking for drinks?**

We do keep a limited amount of space for drinks at the bar. This space is all unreserved so we can't guarantee space particularly for larger groups.

**Can we increase the size of our group?**

We will always try to accommodate an increase in group sizes but please check with your events manager first before confirming with your group. Please note there may be an additional cost/minimum spend for this and is subject to availability of the space.

**Can we reduce the minimum spend if our group size decreases?**

Reducing the size of the area booked can only be made up to 4 weeks before your event and will be subject to availability of smaller areas.

**If we have a minimum spend can we pay individually?**

As we need to track your minimum spend unfortunately there is no other way for us to do this without setting up a tab for your booking. Once the minimum spend has been reached you are welcome to order individually and you are also welcome to split the tab as required.

**Can we have a DJ/band/microphone?**

Unfortunately as areas are not sectioned off it's not possible to bring your own DJ/band/microphone unless you have privately hired the venue. Private hires are only available on a Saturday or Sunday.

**What happens with my deposit?**

Our usual procedure is to redeem the deposit against your tab. If you wish to have it refunded please speak to your server on arrival and they will arrange for this to happen (so long as you reach your minimum spend).

**Can I cancel my booking?**

If you cancel your booking with at least 4 weeks notice then your deposit is fully refundable or transferable. Please ensure you put this in writing via email and we can take care of this.

If you cancel within the 4 week period then unfortunately this does mean you would lose your deposit.

**What if somebody in the group drops out?**

If for any reason a member of your party cancels within 14 days of your booking, their £10 deposit will be charged as a no show on your bill.

**Can I pay via invoice/bank transfer?**

Yes this is possible! We require confirmed receipt of bank transfers to be completed at least 2 weeks in advance of your event to ensure it has reached our account in time. Please take this into account for paying both the deposit and your pre orders if you wish to pay by this method.

**Can we pay after the event?**

Pre orders must be paid for by the pre order deadline (2 weeks before the booking) and we require all additional purchased made on the day to be paid for on the day.