



Are you looking to celebrate Christmas at The Phoenix?
Please find below some of our FAQ's as well as our
booking terms and conditions.

Frequently Asked Questions

What spaces are available to hire for our Christmas booking?

We have four main spaces at The Phoenix: The Main Bar, The Snug, The Palace Bar & The Roof Terrace. Each of our spaces vary in capacity and style. More information on the specific spaces can be found [here](#).

I'm unsure of which space is best or what to pre-order, what should I do?

Once you have made an enquiry, our dedicated bookings team will be on hand to answer any questions, run you through our pre-order options and allocate you the best space possible.

We are looking to book a Christmas Dining package, when is this available?

Our seated dining packages are only available during certain times during the festive period. We cannot accommodate seated dining on Wednesdays, Thursdays and Fridays. For all other availability, please enquire and a member of the team will be in touch with current availability.

When do I need to confirm my booking?

We recommend getting your enquiry in as soon as possible. Due to the high volume of enquiries that we receive in the lead up to the festive period, enquiries are held for 48 hours and may be released if we do not hear from you.

If we are booking for Christmas Drinks, how much space will our group have?

Unless you are booking one of our private spaces, or for Christmas Dining, all bookings are for an area with a combination of standing and seating. As a result, you will not have dedicating seating for your entire group.

We're looking to party a little longer than your opening hours, is this possible?

At The Phoenix, anything is possible... So yes, we do have the capacity to extend our opening hours for specific events, but this must be agreed in advance and is at the discretion of the management.

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.

If we have pre-ordered packages, when will this be served?

When pre-ordering from our drinks packages, these will be ready for your arrival. For food packages, please let us know if you have a preferred serving time. If we don't receive a specific time from you, the food will be served at a standard time of 15 minutes after the start of your booking.

What happens if somebody has allergies?

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.

Will there be festive decorations?

The entire building will be feeling festive and decorated. You may bring small decorations with you if you wish, we just ask for no confetti, glitter or anything that will damage our walls and artwork.

Can we play our own music?

We have music playing throughout the premises. However, you can control your own music in certain spaces if you have privately hired the entire space. Please ask when enquiring if this is something you require.

Can we bring a DJ or other entertainment?

Similarly to playing your own music, we can facilitate DJ's and entertainment, but only in select private areas. These need to be booked directly by yourselves and is not something that we can source on your behalf. Please speak to the bookings team before securing any other entertainment so that we can check if this is possible in your area.

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 (10 day before your booking) and we require all additional purchases made on the day to be paid for on the day.

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.

Booking Terms and Conditions

Deposits and Pre-Authorisations

Your booking will be secured with either a deposit or card pre-authorisations, dependant on your booking type and volume of guests.

If you are asked for a pre-authorisation, this is just a holding payment and no money will be taken from your account unless you violate the terms of your booking.

If you are asked for a deposit, a payment will be taken at the time of booking. The deposit can then be used against your final bill on the day of your event. Alternatively, we can refund the deposit payment back to the same card the day after your event (this will take 3-5 working days to clear back into your account).

Cancellation Policy

For a full refund, any cancellations must be made in writing at least 14 days before the event. Within 14 days of the event, no refund will be issued for any deposit payments made. Attempts to call the site are not classed as a method of contact in regard to cancellation.

Failure to Attend & Reduced Guest Numbers

Should you fail to attend for your booking, without giving the appropriate notice outlined above, your deposit will be held, or in the case of a card pre-authorisation, your card will be charged for the amount quoted at time of enquiry. If you have paid for a pre-order in advance, this amount will also be held.

Should your quantity of guests be substantially different to the amount you have booked for, we reserve the right to claim part or all of your deposit/ pre-authorisation.

Under these circumstances, we also reserve the right to reduce your area or move you to a different area.

Damage

Any damage to the premises may result in your deposit being held or your card being charged to cover associated costs.

Lost Property

We will always endeavour to contact your group if anything is left after your booking, but please always contact us if you have left anything. Anything unclaimed may be disposed of.