

FREQUENTLY ASKED QUESTIONS ABOUT CHRISTMAS PARTIES

Payments

Q. If my numbers drop am I able to transfer my deposits onto drinks or take it off my final payment?

A. Unfortunately all payments are non-refundable or exchangeable and therefore would not be able to be put towards alcohol or final payments.

Q. How can we make our payments to you?

A. There are three different methods:

- 1: Bring the cash down to us at the Museum which is open 10.00am – 5.00pm
- 2: Send a cheque through the post made payable to Royal Armouries International.
- 3: Pay over the phone by debit/credit card.

Q. When are full payments due?

A. All final payments are due in on Tuesday 1 November 2011, or the date specified on your Provisional email if different.

Dress Code

Q. What is the dress code and can people wear trainers and jeans?

A. The dress code is smart, we ask that if people want to wear jeans, they must be smart and have no rips, absolutely no trainers, football shirts, T-shirts or baseball caps.

Guests come in a range of styles from smart to full formal dress.

Q. Can we come in fancy dress?

A. Of course you can, if you are stuck for suppliers give me a call.

Timings

Q. We have some members of the team who are working late so cannot arrive until after 9.00pm, is this ok?

A. Due to our license we cannot serve alcohol unless we serve food therefore the latest people will be allowed to arrive is 8.00pm when dinner is served.

Q. What time do the bars open and when is dinner served?

A. The timings of the night are as follows:

- 6.30pm – Bars open
- 7.30pm – Drinks reception (dependant on package booked)
- 8.00pm – Dinner served
- 9.30pm – Entertainment starts
- 1.00am – Bars Close
- 1.30am – Carriages

Menu's & Dietary Requirements

Q. One of our guests has dietary requirements is this ok?

A. This is absolutely not a problem we can provide an alternative for guests with dietary requirements. Please indicate on the menu form what the allergy or requirement is.

Q. Why don't you have Christmas pudding on offer?

A. We have acted on previous year's feedback that people have given and Christmas pudding is not to everyone's taste.

Directions & Taxi info

Q. How do we get to the venue?

A. Follow the brown tourist signs to the Royal Armouries Museum and also please see the map below.

Q. Where is the taxi drop off and pick up points?

A. There are three drop off points at Clarence Dock and they are as follows:

Mumtaz

Tesco

Express By Holiday Inn

Q. Is there any car parking and how much is it?

A. There is a 1650 space car park available on site and the costing's are as follows:

0-1	hrs	£1.50
1-2	hrs	£3.00
2-3	hrs	£4.00
3-4	hrs	£5.00
4-7	hrs	£7.00
7-12	hrs	£10.00
12-24	hrs	£12.00

Table Plans

Q. How will we know where we are sitting?

A. The menu forms you return will become your table plan so who ever is on a form will be on the same table. When you arrive you will be greeted by a member of the sales team who will show you to the table plan.

Q. We have 13+ people in our party; can we not just squeeze one more around the table?

A. In our Legends Party night we have 5ft tables that can seat a maximum of 10 people and we cannot physically fit more chairs around the table. In the Carnival Party night we have 6ft tables available which can seat a maximum of 12 people and once again we cannot get any more chairs around it.

Miscellaneous

Q. Can we request songs from the DJ?

A. Yes, our DJ's will happily take requests from guests during the party.

Q. We are planning on holding our secret Santa during the party can we bring wine to give out?

A. As we are in a museum we do have security on the doors that do search bags. Any alcohol will be taken away and will be available for collection at the end of the evening.

Q. A member of our party is under the age of 18, will they be allowed to attend if we make sure they do not consume alcohol?

A. No, our terms and conditions strictly state no under 18's are allowed to attend our Christmas Party Nights and there will be a strict ID checking policy in place on the evening. Any under 18's will be asked to leave the premises.

