

Frequently Asked Questions (FAQ's)

1. What time does the event start?

Doors open at 6:45pm

2. Will the bar be open when we arrive?

Yes, you will be able to get a drink when you arrive, before being called up to the Forest Suite for dinner. The bar in the dining room will be open during service plus included in your ticket is a bottle of prosecco for the table.

3. What time is the meal?

The meal will be served upstairs in the Forest Suite from 7:30pm.

4. I have allergies to certain foods, can these be accommodated?

Yes, when filling out your menu choice it is your responsibility to advise us of any allergies and also the severity. Please be aware that although every care is taken to avoid cross contamination, the kitchen is not a sterile environment and so air-borne contamination is possible.

5. Can I bring my own alcohol?

No. All alcohol must be purchased from our premises. Any alcohol brought on site will be confiscated until the end of the night. Anyone found to be drinking alcohol not purchased from us will have it confiscated and may be asked to leave.

6. Can I pay by cash or card?

Both are accepted.

7. A member of our party cannot use the stairs, are we still able to book?

Please speak to Jacqui, the Events Manager who (depending on the size of your party) will try and accommodate you in The Glades, which is on the ground floor.

8. Can I leave my car in the carpark overnight?

Yes, however, this is entirely at your own risk. Although we do have security patrols and CCTV in place, these are primarily for the safety and security of the building and the wider park

9. How do I get through the barriers when entering the park at night?

The raised bollards next to Birch House are to limit the type of vehicles accessing Ransomwood at night. These are suitable for car access and require driving around. Providing the security guards are not busy elsewhere on site, these may be down when you arrive. If you are arriving in a minibus or limousine and the bollards are raised there

is an intercom system in place for you to notify security that they need to be lowered. If the barrier is down at the security cabin around the corner, simply drive up to it and it will raise.

10. What time does the disco start?

We aim to get everyone back downstairs for 9pm.

11. What time are last orders?

11:45pm

12. What time should I book a taxi?

Midnight or before.

13. If I get home and realise I've lost something, how do I contact the venue?

If you've attended a party on Friday night, ring 01623 675323 and leave a message. This will be picked up on Saturday morning when the venue is being cleaned and reset for Saturday night. If you've attended a Saturday night event, there will be no-one on site until Monday morning. Either leave a message or ring from 8am on Monday.

14. Is there disabled access?

Yes, the ground floor is fully accessible and includes a disabled toilet.

15. If I cancel will I get my deposit back?

Deposits are none refundable but can be transferred to another guest

16. I've paid in full and now need to cancel, can I get a refund?

Unfortunately, not. Final balances are due 1 month prior to the event. All orders with suppliers will have been placed and pre-paid for. If someone is able to take your place with the same menu choice then your ticket can be transferred to them. If not, the money for the ticket will be lost.