

CHRISTMAS TERMS AND CONDITIONS

If you would like to contact us regarding your booking please email events@marketta-vern.co.uk or please contact the venue directly.

Festive Menu Bookings

- TIMINGS

Please note that during busy periods we ask that you arrive promptly to ensure you take full advantage of your time allocation. If you are more than 15 minutes late and haven't let us know, we cannot guarantee to hold the table for your booking and it might be given to waiting guests.

- PRE-ORDERS

For festive menu bookings we require all food to be pre-ordered two weeks ahead of the booking date, no amendments later than a week before the booking date. You will be sent a link to complete your pre-order, please complete this link before the expiry date. If we do not receive the pre-order in time, we may not be able to accommodate your order.

DIETARY REQUIREMENTS Please let us know if you or any of your guests have any allergies or special dietary requirements, we will endeavor to amend the menu where possible.

- CANCELLATIONS & DEPOSITS

To cancel your booking, please contact the venue or one of our events team as early as possible. If you have paid a deposit to secure your booking, please note that if you cancel within 5 days of the booking date the deposit will be non-refundable. If you have pre-ordered food, please note that if you cancel 48 hours before your booking date your pre-ordered food will be required to be paid.

Private Hire Bookings

- TIMINGS

Please note during the busy seasonal period we offer a lunch and dinner seating throughout the day, with this in mind we unfortunately won't be able to allow you access before the allocated time and ask that the first person arrives no later than 30 minutes. If you would like to arrive earlier, feel free to enjoy a drink at the main bar.

- PRE-ORDERS

For private hire bookings we require all food to be pre-ordered two weeks ahead of the booking date, no amendments later than a week before the booking date. You will be sent a link to complete your pre-order, please complete this link before the expiry date. If we do not receive the pre-order in time, we may not be able to accommodate your order.

DIETARY REQUIREMENTS: Please let us know if you or any of your guests have any allergies or special dietary requirements, we will endeavor to amend the menu where possible.

- CANCELLATIONS

If you cancel your private hire booking within 14 days of the booking date, your deposit will be non-refundable. If you wish to cancel a private hire booking 7 days before the before your booking date, your pre-ordered food will be required to be paid in full.

Festive Drinks Bookings

- TIMINGS

Please note that during busy periods we request that you arrive promptly to ensure you take full advantage of your time allocation. If you are more than 15 minutes late and fail to let the venue or

events team know, we may have to give your table away.

- PRE-ORDERS

Please note this is for a drinks area, bar snacks can be ordered on the day but your area will be majority standing and some seating. If you would like to order more substantial food from our festive sharing menu, we require pre-ordered food two weeks ahead of the booking date, no amendments later than a week before the booking date.

DIETARY REQUIREMENTS: Please let us know if you or any of your guests have any allergies or special dietary requirements.

- CANCELLATIONS

If you would like to cancel your booking, please contact the venue or the events team.

If you have paid a deposit to secure your booking, please note that if you cancel within 48 hours of the booking date the deposit will be non-refundable. If you have pre-ordered food please note that if you cancel within 24 hours your pre-ordered food will be required to be paid for.