

BOOKING TERMS & CONDITIONS



PING PONG:

Your group size will determine the amount of tables and the length of time we can allocate you. Our tables have been designed for our customers to eat, drink and play around the table with enough standing space for up to 20 people.

At the time of booking, we will charge:

- £6.00 per person for groups of 2-29
- £5.00 per person for groups of 30 +
- £4.00 per person for all group sizes during Off-Peak times*

For any cancellations, increases or decreases in your party size, refunds can be processed up to 48-hours before the event date.

Any changes or cancellations within 48-hours will mean the deposits taken will be forfeited.

WONDERBALL TABLE:

Just like our ping pong bookings, Wonderball tables will be allocated for an amount of time and amount of tables based on your group size. All our tables have been designed for our customers to eat, drink and play around the table with enough standing space for up to 20 people. Our Wonderball tables are spread out across the venue. For bookings with multiple tables, 1 Wonderball table will be allocated.

At the time of booking, we will charge:

- £7.00 per person for groups of 2-29
- £6.00 per person for groups of 30+
- £5.00 per person for all group sizes during Off-peak times*

For any cancellations, increases or decreases in your party size, refunds can be processed up to 48-hours before the event date.

Any changes or cancellations within 48-hours will mean the deposits taken will be forfeited.

OFF-PEAK TIMINGS:

The *Off-Peak timings in both venues are:

Monday to Wednesday: open to 6pm and 10pm till close Friday: open to 4pm

Sunday: 6pm till close

If your booking starts within an Off-Peak time we will charge you the following price:

- £4.00 per person for all group size with a Ping Pong booking
- £5.00 per person for all group

For any cancellations, increases or decreases in your party size, refunds can be processed up to 48-hours before the event date.

Any changes or cancellations within 48-hours will mean the deposits taken will be forfeited.

CONTACT

020 3657 6525

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ULTRA-VIOLET GO UNLIMITED DRINKS:

You can go unlimited with drinks during your ping pong or Wonderball booking. The drinks within our offer would be our house beers and wines. Drinks will be replaced like for like once finished, on a basis of 2 beers or half a bottle of wine per person. All refunds for any drinks packages following our cancellation policy and would need to be done up to 48-hours before the booking. Your last round of drinks will be delivered 10 minutes before the end of your session. Don't worry if you haven't finished your drinks at the end of your booking, you will be able to finished them in our bar areas.

Main Space Ultra-Violet Go Unlimited: £15.00 per person

Exclusive Area Ultra-Violet Go Unlimited: £25.00 per person *up to 3 hours

RESTAURANT:

You can also make a reservation for our restaurant. We may require you to pay a deposit of £10 per person to secure your groups booking. This will be redeemed against the final bill. We also may need to pre-order your groups meals in advance to make sure the experience you have is the best for your booking. All pre-ordered food and drink is required 48-hours in advance of your arrival. For cancellations and amendments to group size this must be done 48-hours in advance of the event date.

Any changes or cancellations within 48-hours will mean the deposits taken will be forfeited.

PRE-ORDERED FOOD & BEVERAGE:

Final numbers and full payment for any pre-ordered food and beverage is required at least 48 hours prior to the booking. This will be the minimum charged for. If the order is cancelled or amended prior to the 48 hours, we will redirect the spend to be redeemed against the bill on the night, redeemed as credit for a later date, or provide full refund upon request. If the order is reduced or cancelled less than 48 hours prior to the event, all monies will be forfeited.

GAMES GURU BOOKING:

Once availability for a Games Guru is confirmed by the Reservations team, full payment is required immediately. Final numbers must be confirmed at least 48 hours prior to the booking. This will be the guaranteed minimum number charged for. If numbers decrease, or the Games Guru booking is cancelled prior to the 48 hours, we will redirect the spend to be redeemed against the bill on the night, or provide full refund upon request. If numbers decrease or the Games Guru booking is cancelled less than 48 hours before the event, the paid funds will be forfeited.

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THE GALLERY (FARRINGDON):

To use an exclusive area in our venues, we require a minimum spend to be prepaid at least 7 days before the booking. The Gallery has a minimum spend of £1120.00. To secure the reservation, £120 of the minimum spend will be taken at the time of booking as a non-refundable and non-transferable payment. The remaining balance is required at least 7 days prior to the booking. In the case of a cancellation or change of event date, the deposit for the area will be non-refundable and non-transferable. The remaining balance can be refunded up until 7 days prior to the booking. Any cancellation within 7 days of the event date will result in all monies being forfeited.

THE PORTRAIT (FARRINGDON):

To use an exclusive area in our venues, we require a minimum spend to be prepaid at least 7 days before the booking. The Portrait has a minimum spend of £1500.00. To secure the reservation, £150 of the minimum spend will be taken at the time of booking as a non-refundable and non-transferable payment. The remaining balance is required at least 7 days prior to the booking. In the case of a cancellation or change of event date, the deposit for the area will be non-refundable and non-transferable. The remaining balance can be refunded up until 7 days prior to the booking. Any cancellation within 7 days of the event date will result in all monies being forfeited.

THE SHORE (OLD STREET):

To use an exclusive area in our venues, we require a minimum spend to be prepaid at least 7 days before the booking. The Shore has a minimum spend of £1500.00. To secure the reservation, £150 of the minimum spend will be taken at the time of booking as a non-refundable and non-transferable payment. The remaining balance is required at least 7 days prior to the booking. In the case of a cancellation or change of event date, the deposit for the area will be non-refundable and non-transferable. The remaining balance can be refunded up until 7 days prior to the booking. Any cancellation within 7 days of the event date will result in all monies being forfeited.

THE DITCH (OLD STREET):

To use an exclusive area in our venues, we require a minimum spend to be prepaid at least 7 days before the booking. The Ditch has a minimum spend of £1550.00. To secure the reservation, £200 of the minimum spend will be taken at the time of booking as a non-refundable and non-transferable payment. The remaining balance is required at least 7 days prior to the booking. In the case of a cancellation or change of event date, the deposit for the area will be non-refundable and non-transferable. The remaining balance can be refunded up until 7 days prior to the booking. Any cancellation within 7 days of the event date will result in all monies being forfeited.

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