

Shoreditch Bar Group & Novus Leisure Term & Conditions

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Please note, section 13 will only be available If government rules are in place and depends on the region within the United Kingdom.

1) CURRENT GUIDELINES: Based on the government's most recent announcement, the venue can open as normal. This could change depending on government advice. If you are unsure, check section (12 & 13). Whether government rules are in place or not, we will still have measures in place to ensure the safety of all customers and staff.

Before you arrive: We politely request that if you are experiencing COVID-19 symptoms, that you refrain from visiting the venue.

On arrival: Although full capacity at our venues has returned, multiple signs across the venue will be up providing information on our measures and policy to ensure the safety of all guests and staff. If you do feel unwell before entering the venue, we do request you to refrain from entering the venue.

Social distancing: The requirement for social distancing has now been removed by the government, however, we still request all customers to respect the space of others and maintain social distancing where possible. We will continue to limit the capacity of our toilets and smoking areas.

Hygiene & disinfection measures: Our enhanced cleaning measures will remain in place. Throughout the day, our staff will continue to disinfect surfaces and wear PPE. Hygiene and hand sanitising stations will be available around the venue, which we would highly recommend customers use as frequently as possible.

2) LARGE BOOKINGS OVER 20 GUESTS: When moving forward with a larger group booking, we will require you to fill out an event preview form. Certain information is required and compulsory, In order to move forward with your inquiry, this is part of our company policy. Requirements such as your home address, personal social media links, your occupation, work address and their company website/social media links. If this information is not completed, your enquiry for a booking cannot go ahead. All information Is confidential and Is not retained.

3) JOIN THE PRIORITY QUEUE: State the name on the booking, present a copy of the confirmation e-mail and have your photo ID ready. The card payee must be present on the night, as they will be the only person who can open the booking. You will then be directed to your designated area. All guests attending must provide a valid photo I.D. We reserve the right to refuse entry to anyone who does not provide this.

4) VALID IDENTIFICATION: Valid Passport, Driving's Licence or Provisional Driving Licence. Valid photo I.D is requested for proof of age, security and customer safety.

5) ENTRY POLICY: Strictly 18 and over, every member of your party must prove this with a valid photo I.D. Part of the condition of entry is that you agree to a search on both arrival and leaving the venue. This is part of our licensing conditions. If you refuse to be searched you will not be allowed to enter the club. Please be aware

you may be asked to undergo a search when leaving the venue. If you refuse the exit search we may have to detain you and the police will be called. If you are found to be in possession of illegal substances or a weapon the police will be called.

We reserve the right to eject you from our venue or refuse admission. If any guests deemed In the reasonable opinion of our staff or security personnel to be intoxicated, unruly, threatening, violent, dangerous, under 18 or not compliant with the venue dress code. Please note that If entry is refused due to intoxication, anti-social behaviour or failure to comply with our terms and conditions, no refund or credit note will be offered.

Free entry for all table bookings is included until 22:00. If you arrive after this time slot, an entry fee could be required, depending on the venue and also If there is a special event. Please follow the booking Information for charging entry fee times. From 21:00 all customer IDs are scanned via the venue ID scanner. Prior to 21:00 customers IDs may be scanned.

6) DEPOSIT & CANCELLATION POLICY (Bookings only): The deposit is non-refundable. It is fully redeemable against drinks. If you are unable to make the booking, please let us know and we can issue a credit note which will be valid for 6 months, to use on another occasion. This Is If you are within the agreement of the deposit rule terms to follow:

Cancellations can be made no later than 3pm on the same day of the booking. Closures out of the venue's control will also be offered a credit note. Positive Covid cases who cannot attend, causing the booking to be cancelled will be offered a credit note. Credit notes will not be issued If these terms and the 'Entry Policy' in section(5) terms are not met. Valid credit note months can be subject to change in the future due to company policy changes.

For auto-confirmed bookings only: If you decide to cancel your booking, please inform us up to 3 hours in advance by replying to the booking confirmation email; otherwise, your card will be charged for the amount authorised. If you arrive on the date with a significantly smaller group than you booked for, we reserve the right to charge part of the authorised amount.

7) DRESS CODE: Smart-Casual. No tracksuits, football shirts or hats.

8) LATENESS: If you are not at the venue at the selected time slot, then the table will be held for a maximum of 30 minutes. If you arrive after this point and the table is no longer available, you will need to email us to rebook for another date.

9) NO GLASS POLICY: The venue has a strictly no glass policy. All drinks/bottles will be decanted into plastic cups/carafes. No drinks can be taken from the premises.

10) CUSTOMER WELFARE: We work very closely with police as well as local authorities to ensure the safety of our customers at all times. On-site and around the entrance you will see our safety champions wearing pink, hi-vis waistcoats and blazers. Feel free to approach them if you ever feel unsafe, lose sight of your friends, or witness any kind of harassment or unsafe behaviour. We are fully committed to 'Ask for Angela' campaign, every member of our staff is trained in this programme before the start of their first shift. If you ever want to discreetly ask for help from our staff, please approach any of our employees and ask to speak with Angela. We will then help you find your friends or leave the venue safely. Please stay hydrated, water is available for free at every bar.

11) LOST PROPERTY: Report your lost Item to your agent who booked you In. Please make sure you specify the name of the venue, date you lost the item and a detailed description of your item, Including colours, size, brands. Once you email these details, the venue manager checks the lost property area and we will arrange a collection. Lost property cannot be collected on Fridays and Saturdays.

12) COVID SAFETY: These rules are subject to the guidelines at the time of your booking. If there is no more information beyond this point in section(13) 'COVID CURRENT GOVERNMENT RULES', then there are no current government rules. Although please read our venue rules 'Current Guidelines' in section(1). If you cannot attend your booking due to covid, please read section(6) 'DEPOSIT & CANCELLATION POLICY (Bookings only)'.