



# TERMS AND CONDITIONS

## Deposits

All bookings are subject to availability at time of booking, cannot be guaranteed and must be made via the online booking system <https://sufc.events-booking.co.uk> A non-refundable or transferable deposit of £10.00 per person is required to at the time of booking. Deposits and full payments are to be made by credit or debit cards via the online booking system. There are no charges for credit or debit cards.

## Full payments

Full payment is required for your full party, including any pre-booked drinks packages, by Friday 5 November 2021. Full payment to be made via the online booking system by credit or debit card. Non-payment by the due date will render our contract with you void and your event will be cancelled and deposits will be lost. Full payment is required for bookings made after Friday 5 November 2021. Additional places are not guaranteed and are available on a first-come first-served basis.

## Cancellations

Any cancellations must be confirmed via the online booking system. All deposits paid will be lost in the event of cancellation. All party bookings are accepted with the most advance knowledge of match fixtures/ Sheffield United Football Club Business. Neither Compass Contract Services (UK) Limited nor Sheffield United Football Club will be held responsible for cancellation of bookings due to late bookings or re-scheduled fixtures.

## Refunds

If the venue (Compass; Sheffield United Football Club), should cancel an event, a full refund will be given from our Head Office in January 2022.

## Menus

Although dishes may not contain nuts as an ingredient, there is a possibility that they will contain nut traces. If you have a nut allergy or a specific dietary requirement we strongly advise you contact us or upload this information via the online booking system by Friday 5 November 2021.

## Bar & Wine Service/drinks Packages

A full cash bar and wine service will be provided at each event. Under no circumstances may guests bring their own beverages into the stadium.

## Challenge 25

Although all events are only suitable for over 18's, Sheffield United Football Club operates a strict Challenge 25 Policy. Any guests who, in the opinion of the Management appear to be under the age of 25, will be required to show proof of age; photo driving licence, Passport or Pass Accredited Cards. Guests who cannot provide proof of age when requested will be refused alcohol service.

## The management

Sheffield United Football Club (Compass) reserves the right to refuse to serve and to remove from the event, any person whose condition, in the opinion of the Management Team, interferes or is likely to interfere with the enjoyment of the function for other participants.

## Car Parking

Free car parking is available and vehicles may be left overnight at the owner's risk. On matchdays vehicles must be removed by 9am. Failure to remove your car may result in your car being impounded.



# FAQ'S

## **Is there a minimum number of guests we can book for?**

No, you can book from 2 places, subject to availability. However please bear in mind that if your party is under 6, you may be joined to another party to complete the table.

## **How do I receive confirmation of our booking and payments?**

All bookings and payments must be made via our on-line booking system, <https://sufc.events-booking.co.uk>. Once booked and paid deposit you will receive confirmation of your order via email.

## **Can each member of our party pay individually?**

Unfortunately, we are unable to accept individual payments for a group booking, they must come through the party organiser.

## **Do we need to pre-order the menu choices for our party?**

No pre-order is required as it's a set menu this year. Any dietary requirements must be up-loaded onto your party booking on our on-line booking system 2 weeks prior to your arrival date.

## **Can we do a table plan for our party?**

We are happy for you to do a table plan and for you to put place cards out on the night. Please liaise with our Christmas coordinator before the event.

## **Can we run an account bar on the evening?**

This needs to be pre-arranged with our Christmas coordinator, an authorised credit

card will be required and a bar charge will be supplied for the party. Unless pre-arranged, payment must be made on the evening.

## **How do I make the final payment?**

You will receive an email 2 weeks prior to the due date of the final balance. Any changes to numbers or additions, pre-ordered drinks, must be done prior to this on our on-line booking system <https://sufc.events-booking.co.uk> Once payment has been received you will receive a full order confirmation and receipt by email.

## **Dress Code**

No trainers, smart jeans are acceptable. Fancy dress is fine.

## **Can we increase numbers?**

As long as we have availability we are happy for you to add more people to your booking. If you do add more guests after you have paid in full, additional places can only be confirmed with full payment.

## **Drinks Vouchers**

We can supply drinks vouchers for your party. Drinks vouchers must be pre-ordered and pre-paid and can be done on our on-line booking system, and will be available for collection at reception on the night of your party. Single drink vouchers are priced at £5.00 per voucher and excludes doubles, premium spirits, fizz or cocktails. Our responsible drinking allows 2 soft drinks per voucher (no energy drinks).