INFERNOS

TERMS OF ENTRY

GENERAL ENTRY - HALLOWEEN WEEKEND

- We will be prioritising pre-purchased, ticketed entry on both Friday 30th and Saturday 31st October.
- If you have been unable to secure a ticket in advance, on the door options will be available, capacity dependent, for entry from 12AM.
- Please note that ticket holders arriving after their allocated time slot will be charged an on-the-door surcharge if admitted. Late admission is not guaranteed, and parties may be denied entry. Every effort will be made, however, to accommodate. .
- Friday 30th October: Open from 10PM-4AM, last entry 3AM
- Saturday 31st October: Open from 9PM-4AM, last entry 3AM
- We are an over 21's club and operate a strict no ID no entry policy. Accepted ID includes passports and photo driving licenses (excluding paper identification) and must be presented, when requested, for identification purposes.
- Dress code - smart casual, fancy dress encouraged, no sports (including casual shorts) or work wear. Casual flip flops and sliders are unfortunately not permitted.
- Anyone seen drinking immediately outside the venue will subsequently and regretfully be refused entry
- All pre-paid tickets are eligible for a full refund up to 5PM on the day before the event. Requests via email only - hello@infernos.co.uk
- We operate a zero tolerance to drugs. Customers may, on occasion, be asked to agree to a search and could be excluded from entry if they refuse to do so
- Management reserve the right to refuse admission
- Your wellbeing is our priority. To ensure the safety of our guests, we operate a no single entry policy so that we can feel comfortable that everyone can be accompanied home
- Anyone refused entry or asked to leave will unfortunately not be eligible for a refund
- Smart glasses are not permitted to be worn inside the venue, we therefore advise all customers who require glasses for prescription purposes to ensure they wear alternatives whilst visiting Infernos

TABLE BOOKING T&C'S

- Tables are required to be admitted and seated by 11PM
- Tables act as a base for your party and should be maintained by guest presence. All table bookings (with advance tickets) can access the PRIORITY ENTRANCE QUEUE
- All table booking guests are required to have entry tickets.
- To cancel your table reservation with us - please provide at least 24hrs notice and communicate via email: hello@infernos.co.uk. We will refund any charges made.

KARAOKE BOOKING T&C'S

- Karaoke is bookable by the hour, on the hour in one of our two private rooms
- Capacity of our large karaoke room is 25. Capacity of our small karaoke room is 10. Please do not exceed the capacity of your chosen room for your booking or we will be unable to accommodate.
- We require pre-payment for all karaoke bookings. Refunds are available only when a booking is cancelled (via email: hello@infernos.co.uk) with 24hrs or more notice provided.
- All Karaoke bookers are required to have entry tickets.
- We require all Karaoke bookers to present as a group at the front door at least 30minutes before their booked time (be mindful of opening times) and at latest 12AM.

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