



# CHRISTMAS

AT COLCHESTER UNITED

## CHRISTMAS FAQs

### BOOKING PROCESS

- Our Saturday dates will be released in July once we have our football fixtures confirmed
- Tickets can be provisionally reserved for 2 weeks
- We then require a deposit of £15 per person to confirm the booking along with a signed booking form
- This deposit is non-refundable and non-transferable
- Payments can be made by card or bank transfer, but we do not take individual payments from guests. Money must be co-ordinated by the booker and paid to us together

### FINAL DETAILS

- We require final numbers, dietary requirements and menu choices 1 month prior to your event date
- We can cater for dietary requirements, as long as we are advised in advance. We have separate vegan, gluten free and dairy free menus for guests to order from
- Menus will be launched in September
- The final balance will also be due 1 month prior, based off your confirmed final numbers
- Please read the terms and conditions on your booking form for full cancellation information

### ON THE NIGHT

- Doors open from 7pm
- The meal is served from 8pm (these timings could be later if we have a home football match)
- The nights will finish at 1am, and we recommend pre-booking a taxi if you require one
- We are a cashless stadium so only take payment at the bar by card
- Drinks packages can be pre-ordered to the table for your arrival. These must be paid for and ordered in advance
- We don't run tabs, but you can pre-load money onto a ColU privilege card. Please ask for more information about this
- We don't allow guests to bring in their own alcohol. All gifts brought in will be searched, and any alcohol kept at reception to be collected at the end of the night. Likewise with presents where our team cannot determine the contents. We therefore suggest any presents brought on the night are brought in a gift bag, so that our team can easily confirm whether there is any alcohol present
- All guests must be over 18
- We will seat large parties on tables together, but cannot guarantee there won't be other parties seated with you. Likewise if you are a smaller booking you may share a table with other guests