



#### **What are your opening times?**

Sunday – Thursday: 10am – 11pm

Friday & Saturday: 10am – 1am

#### **What time do you serve food?**

Monday – Saturday: 11am – 7pm

Sunday: 11am – 5pm

#### **How many guests can The Mezzanine hold?**

Our Mezzanine space can host up to 50 guests with seating for around 28 guests (depending on food setup). It also includes a private bar exclusive to your group.

#### **Can I book a table on the Garden Terrace?**

The Garden Terrace is first come, first served – we do not take bookings for this area.

#### **Do you have lift access to the upper floor?**

Unfortunately, we do not have lift access to the Mezzanine level.

#### **How much does it cost to hire the event space?**

We require a £200 deposit to secure your date.

- £100 covers the room hire
- £100 is redeemable against your food order.

If no food is required, the full £200 will be taken as a room hire fee.



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### How do I book?

Head to our website and complete the enquiry form. Our Sales Team will be in touch to confirm availability. If your preferred date is greyed out, please select an alternative date or time.

### Are you dog friendly?

Yes! Well-behaved dogs are welcome on our Garden Terrace and downstairs bar area – just ask a team member when you arrive.

### Do you allow under 18s?

Yes – under 18s are welcome until 9pm (Monday–Thursday) and until 7pm (Friday–Sunday) while accompanied by an adult.

This applies to general visits and private bookings.

### Do you host 18th birthday parties?

We do not take bookings for 18th birthday parties.

### Is my deposit refundable?

All deposits are non-refundable, but we may be able to move your booking if we receive more than 4 weeks' notice. Cancellations within 14 days are non-refundable, and any cancellation within 48 hours may result in loss of full balance.

### Can I decorate for my event?

Absolutely! You're welcome to bring your own decorations. Need help? We recommend Melissa at Make Your Event – check her out on Instagram or Facebook.

### Where can I park?

The nearest parking is at Ponteland Memorial Hall, just a short walk from the venue.