

# Christmas 2011 at The Broad Leys

## Booking and Pre order guidelines

At The Broad Leys we have significant experience in running successful and enjoyable party bookings and know that it is organisation and preparation that makes success. These few points will mean you go down as the perfect party planner in your organisation!

- Book early! Once you know your date and numbers email [helen@thebroadleys.co.uk](mailto:helen@thebroadleys.co.uk) so we can advise on availability.
- Pay your deposits to confirm your booking – we can only hold a booking once we have received everyone's deposit. We will always call you should another party be trying to book a time we are holding for you, but require your deposit for the booking to be secure.
- Submit your pre order on the sheet provided – you can pick these up in the bar (just ask) or download as an Excel file from our website [www.thebroadleys.co.uk](http://www.thebroadleys.co.uk). We cannot accept pre orders on alternative forms. If you fill in the Excel form from the website, you can email us your pre-order to [helen@thebroadleys.co.uk](mailto:helen@thebroadleys.co.uk).
- Submit us a spreadsheet of all guests' names and choices – a simple spreadsheet means we have everyone's names and details and can make sure everyone gets what they ordered. Without this, it only takes one person to claim the wrong meal and several people will be affected.
- Have only one point of contact for the booking, pre ordering and any changes. From our experiences, we now only deal with the party organiser for any additional changes that need to be made to pre orders and booking details.
- Arrive, eat, drink and be merry – it is Christmas after all!

Deposit payment Terms and Conditions (the important bit!)

- Your booking is regarded as 'provisional' until all deposit payments have been received.
- Your deposit is non-refundable.
- Deposits will not be credited back in cash or on card.
- Cancellation without prior notice will result in full price being charged as all food will have been prepared.

For up-to-date info, follow us on Twitter – [www.twitter.com/thebroadleys](http://www.twitter.com/thebroadleys)

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