



## Frequently Asked Questions

**We want to come in for dinner, how do we book?**

You can book a table online through our website: [www.thecloakanddagger.co.uk](http://www.thecloakanddagger.co.uk)

**We want to buy tickets to an event, where do we go?**

All tickets can be purchased online via Headfirst Bristol.

**Is parking available?** We have no private parking on site but there is plenty of street parking in the area. Please be aware there are bus lanes and parking ticket machines.

**What public transport is available?** We are located approximately  $\frac{3}{4}$  mile from the centre of Bristol. There is a bus stop directly outside the venue, serviced by First buses and Montpelier train station is a 5 minute walk away.

**Do you have a loading bay?** We do have an area for you to safely unload items you need for your private hire or gig, please drive to the end of Cheltenham Lane.

**Can we set up before our booking?** Hire includes a 2 hour set up window, if any more time is needed, it can be discussed but may be subject to availability.

**Can we leave things overnight?** By prior arrangement items can be left on site until an agreed pick up time.

**Can we bring our own catering?** Our fully operational kitchen team are able to cater to all dietary requirements. We can provide brunches, buffets, sit down meals and small plates. You can find a sample of our offerings here <http://thecloakanddagger.co.uk/food-menu/>. Get in touch to request a bespoke order.

**Do we need to pre-order food?** Food needs to be pre-ordered for bookings of 6 people or more

**Can we bring our own drinks?** We can provide a fully licensed and stocked bar with a wide range of choices. You can find our menu at <http://thecloakanddagger.co.uk/drinks-menu/>. If you are after a specific drink/cocktail then please get in touch and we can either source it for you or discuss a corkage cost.

**What entertainment can you provide?** We can recommend bands and DJ's to suit your

event, our resident magician and resident drag performer are also available for hire and we host a range of workshops who would love to collaborate with you.

**Do you have DJ equipment/band equipment?** Hire includes a PA set up to play background music through. We can provide a PA system for a DJ and a DJ booth but you will need to source your own decks. We stock equipment for live bands but a tech spec will need to be sent in advance and a fee of £50 for a sound engineer will be charged. Please get in touch with your sound ideas, any extra equipment may incur an extra fee. For a list of equipment we can provide, please see our separate Sound Equipment Information sheet.

**Is the building accessible?** Although we are continuously making improvements to accessibility, please contact us to discuss your requirements. Our main function room is downstairs so we advise to view the venue prior to booking.

**How late can we party until?** Our licence runs us all the way up to 1am, excluding Sundays which is 10pm. If you would like to have an extended licence until 3am we have a limit of 20 per year and there is a £100 fee to do so. Late licences will be agreed at the discretion of the Directors and will also need to be approved by the Council.

**Do we need to provide Security/Door staff?**

We will advise if security staff are required for your event and can provide staffing for £15 per hour. If you are charging tickets on the door then you must provide someone to do this for you.

**Do you recommend anywhere to stay overnight?** Located directly behind the venue is a large house for large parties to stay. You can find them here [https://www.airbnb.co.uk/rooms/39569577?source\\_impression\\_id=p3\\_1596898534\\_YNTAaPTtqcZyY3Qu](https://www.airbnb.co.uk/rooms/39569577?source_impression_id=p3_1596898534_YNTAaPTtqcZyY3Qu)

**Do we need to pay a deposit?** A security deposit is needed to confirm the booking and the cost of this will depend on the type of event and how many people are attending. For private parties we normally charge £200 which covers cancellation and any damages.

**Are there hire fees?** Every event gets a bespoke quote based on number of attendees and type of event. We aim to offer all venue hire for free and instead agree a minimum spend on the bar or on food.

**How do we pay?** You can pay by BACS, or via paypal. Details will be on the invoice sent out when a booking is made.

**Are children allowed?**

Children are allowed before 7pm and must be attended by an adult. Due to licensing restrictions we are not allowed to permit children in the evenings.

**Do you offer outdoor catering?**

Please email [sebastian.merry@thecloakanddagger.co.uk](mailto:sebastian.merry@thecloakanddagger.co.uk) for more information

### **How long can I provisionally hold a date for?**

We will provisionally hold a date for up to two weeks without a deposit invoice being issued. Your provisional booking will need to be confirmed with our events manager and your booking will be secured once a booking deposit has been paid in full.

### **Can I charge ticket sales?**

We allow ticket sales for events. In order for this to happen we will need to know the capacity of the event after crew/staff/performers and a guest list. Capacity of your event will need to be authorised by our in-house events manager. You are welcome to sell tickets on your preferred platform however there is a 5% commission fee on door sales. You will need to provide your own member of staff and cash float to manage ticket entry.

### **Will you advertise our event?**

Marketing images and content must be authorised by our event manager before release. We do not permit any fly posting.

We will assist in promoting your event by including it on our Facebook page, website and online via Head First. We are also happy to display posters and flyers. We can provide recommendations on avenues to advertise your event.

### **Is the venue licensed for civil ceremonies?**

We are in the process of applying for a civil ceremony license and hope to be able to announce that we can provide this service ready for Summer 2023.

### **Is the venue available for exclusive hire?**

We can provide the venue for private hire but will require a minimum of 1- months' notice before we can confirm the date is available. To hire the venue in its entirety will require a minimum spend. Minimum spends vary depending on season and day of the week. For a full breakdown please contact our event manager for costs.

### **Will I have a point of contact?**

Yes. Throughout the booking process you will be in communication with Jenna, our events manager. Jenna will take care of all of your enquiries and can arrange meetings on your behalf with the Head Chef and Front of House Manager to discuss any food and bar arrangements. Sarah will also brief staff on the day of your event and notify you who will be your main point of contact during the day of your event.

### **Can I arrange viewings of your venue?**

Yes certainly. We always advise viewing the venue before booking so that you are familiar with the layout of the venue. Photos of the venue can be found on our facebook page and website.

We advise contacting us in advance to arrange a viewing so that we are able to book it in a time when the venue is quiet and you can walk freely through the venue.

### **What is the best way to communicate with you about our event?**

Please contact us by email wherever possible through [daggerbookings@outlook.com](mailto:daggerbookings@outlook.com). This is the most efficient way for us to manage all of our large events and workshops and store correspondence relating to your event.

### **Do I have to use your recommended suppliers?**

We can assist by recommending local suppliers for bands, entertainment, equipment, flowers and linen however you do not have to use our recommendations.

### **What happens if we break something?**

Your deposit covers for minor breakages but we allow for the odd broken glass etc! You will have to sign our Terms and Conditions for use of sound and lighting equipment and Venue Hire Terms and Conditions. Details regarding damages are stated in our Terms and Conditions.

### **Can we decorate the venue?**

We allow you to decorate the venue. Please make sure you have included set up and clear away time in your booking hire to allow you time to do this.

### **Are there any décor restrictions?**

Unfortunately due to the difficulties in cleaning and damages it creates, glitter is prohibited! Large props which require mounting/use of ladders must be authorised in regards to health and safety. All decorations must be safely installed and fire-proof. Any electrical decorations such as fairy lights must be PAT certified or brand new in box.

### **Are fireworks/confetti/glitter allowed?**

Unfortunately no!

### **Can we bring our own soundsystem?**

You can bring your own sound-system/PA/DJ equipment. You need to make sure there is someone who will take responsibility over your own equipment and it is not covered in our insurance. Staff have the right to be able to reduce sound levels at any time if they believe it is disturbing local residents.

### **Are there changing rooms?**

We do have changing room facilities. Please let us know if you would like to include this in your booking.

### **Are there baby changing facilities?**

We currently do not have a separate baby changing facility however with prior notice we can set up a station

### **Can you provide a nursery?**

No. Children must be supervised by their parents at all times. Due to the layout of the building it is unsafe for children to be allowed to roam to their own devices!

### **Who sets up the rooms?**

Room set up is very dependent on the requirements of the event. Staff are happy to set up furniture and seating arrangements.

### **How flexible are you with timings on the day?**

You will be given an allocated start and finish time and we will try to be flexible however there may be bookings for the space before or after your event.

**Do you offer a complimentary menu tasting as part of the catering cost?**

Once the booking has been confirmed and the deposit for food has been paid in full you will be allowed to discuss menu options with our Head Chef and try samples of our dishes complimentary.

**Are crockery/linen included in the price?**

We can provide table-cloths, crockery and cutlery. Our table cloths are bright colours and patterns. If you require plain linen then we will be able to recommend a hire company.

**Are dogs allowed?**

Dogs are allowed for small parties but not club nights or gigs. Dogs must remain with the owner at all times.

**What size tables do you have? How Many chairs?**

We have enough chairs and tables for every function imaginable. For a full spec on our furniture inventory please email [daggerbookings@outlook.com](mailto:daggerbookings@outlook.com)

**Do you provide a float for the ticket booth?**

We can provide a float with advance notice.

**Is there somewhere secure we can keep our gifts?**

We can store gifts in our office on request

**Do you have cloakroom facilities?**

We can provide a cloakroom service for £1 per item. Please let us know in advance that you would like to book this service.

**Can we bring our own rider for the band?**

We are happy to provide riders for bands at cost price. Please contact our bar manager [barking@thecloakanddagger.co.uk](mailto:barking@thecloakanddagger.co.uk) for more information

**How much is the deposit and when would final payment be due?**

Deposits are £200.00 and full payment must be made on the day of your event.

**Is there a minimum spend?**

Most event bookings will have a set minimum spend. Full venue hire is £3000.00

**Is VAT included in the price given to us?**

Yes

**Is there a fee for cleaning?**

We will deduct a cleaning charge from your deposit if cleaning is substantial

**What is your cancellation policy?**

We must have 5 days notice for us to refund your deposit.

**Are there any venue restrictions?**

Please refer to our terms and conditions

**Do you have public liability insurance?**

Yes

**I have more questions, who do I ask?**

You can always message us on facebook, give us a call on 0117 329 4758 or email [info@thecloakanddagger.co.uk](mailto:info@thecloakanddagger.co.uk)