

The Mayfair Bar

1. Allergens & Dietary Requirements

During the booking process please inform the Sales Event team of any allergens & dietary requirements for the group. As a working kitchen we can never guarantee any dishes are 100% free from and advise guests with severe allergies to make it known before dining.

On the day of your visit please inform The Top Hat Team of any allergies and dietary requirements in the group. It is advised for those guests to make themselves known to the team prior to ordering in The Mayfair Bar.

2. Charges & Payment

2.1. Minimum Spend

The Mayfair Bar works on pre-agreed minimum spend (deposit). We require full payment of your minimum spend to confirm your booking. Pre-paid minimum spend will be credited towards your pre order.

Please confirm with the Sales Event team prior to your visit how the minimum spend will be allocated.

Please note there is a 12.5% discretionary service charge on food and drinks in The Mayfair Bar. All of our prices are inclusive of VAT.

2.2. Pre Orders

Groups are required to make a pre order with us prior to their visit to The Mayfair Bar. Pre orders are due 2 weeks before your event date and 3 weeks before during the festive period. Pre-payment is always required to be settled prior to your visit.

2.3. Reservations

We politely remind guests that we offer reservations within allocated time slots and may require the table back within a set time frame. Ticket holders to the Monopoly Lifesized experience are not guaranteed a space in The Mayfair Bar without a reservation prior to visiting.

Please be aware that by completing your reservation, you are accepting our terms and conditions.

3. Responsible Drinking and Conduct

Guests who are visiting Monopoly Lifesized during their visit are advised to consume alcohol after their experience. This is due to the fast paced and high energy experience during the game.

The Mayfair Bar has a zero tolerance policy on use of illegal substances, excessive alcohol consumption and aggressive or threatening behaviour towards staff and guests in the premises.

We reserve the right to terminate a visit and/or not serve guests who we believe are in contravention of this policy.

3.1. Under 18's Policy

The Mayfair Bar operates a strict over 18's policy and guests under 18 are not permitted. We reserve the right to request individual guests a valid proof of age and identification before providing service.

4. Cancellation and Amendments

4.1. More than 90 days before

Full refund to the original payment method/card. Please confirm with the Sales Event team in writing the reason for cancellation.

4.2. More than 4 weeks before

Final guest numbers need to be confirmed, an increase may result in a review of the pre-agreed minimum spend.

Bookings can be transferred to a new date, subject to availability. The prepaid amount will be transferred to the new date and credited against the booking. Minimum spends vary and a booking transfer may be subject to a minimum spend increase.

Please confirm with the Sales Event team prior to changing your booking.

Cancelling your visit will result in a charge of £15 per person. The remaining balance will be refunded back to the original payment method/card.

4.3. More than 14 days before

Cancelling your visit will result in a forfeit of your deposit or 50% of your pre-payment depending on the greater amount. The remaining balance will be refunded back to the original payment method/card.

Bookings can be transferred to a new date, subject to availability. Booking reschedules will result in a forfeit of 50% of your pre-payment. The remaining balance will be transferred to the new date and credited against the booking. Minimum spends vary and a booking transfer may be subject to a minimum spend increase.

4.4. 14 days or less

Cancelling your visit will result in a forfeit of your deposit or 100% of your pre-payment depending on the greater amount. The remaining balance will be refunded back to the original payment method/card.

4.5. Increasing booking numbers

Please inform the Sales Event team of final guest numbers two weeks prior to your visit at The Mayfair. An increase in attending guests may result in an increase to your minimum spend. This will be reviewed on a case-by-case basis.

Please note a decrease in attending guests will not affect your pre-agreed minimum spend.

5. Coronavirus

5.1. Government Guidance

In the event your reservation cannot take place due to changes to Government guidance, guests are offered the opportunity to reschedule to a booking date within 90 days of their original booking date. Please note that this will be reviewed on a case-by-case basis.

5.2. Changes to external Covid policies

External Covid policies that are not enforced by Government Guidance are also not eligible for a refund or cancellation. For any changes to Covid Policies such as guidance by a workplace, please inform your Sales Event Manager. Please note that this will be reviewed on a case-by-case basis.