



Venue Policies

Q: What is your age policy?

A: We welcome families during the day and early evening. However, on Friday and Saturday nights, the venue operates a 18+ policy. Guests may be required to present valid photo ID upon arrival, and entry may be refused without it.

Q: How long will my table be held if I am late?

A: We will hold your table for a maximum of 15 minutes past your booked arrival time. After this time, we cannot guarantee your table will still be available. Please contact the venue directly if you are running late.

Q: Can the venue refuse entry or stop serving?

A: Yes, we reserve the right to refuse entry and/or stop serving at the manager's discretion.

Q: Can I request a specific seating area?

A: While we will note all seating requests, we cannot guarantee a specific area.

General Information

Q: Do you accept cash payments?

A: No, we are a cashless venue and only accept card payments.

Q: When does the kitchen close?

A: Our kitchen closes at 10pm Sunday – Thursday, 11pm Friday & Saturday.

Q: Is there a dress code?

A: The dress code is smart casual. Sportswear and caps are not permitted.

Q: Do you have a cloakroom?

A: We have limited cloakroom space available.

Q: Are you wheelchair accessible?

A: Yes, the venue is fully accessible, with lift access available.

Q: Are you dog friendly?

A: Due to the nature of the venue, we are only able to accommodate guide dogs.

Q: Can you smoke or vape on the roof?

A: Smoking and vaping are not permitted at the tables or bar — only in the designated smoking areas on the balcony.

Q: Can I bring decorations?

A: We allow balloons and light table decor. For private events, we're flexible with decorations; however, confetti and any items that need to be stuck to walls or surfaces are not permitted.

Q: Do you have a DJ or live music?

A: Please check our events schedule or speak with your event planner for entertainment details during your visit.

Q: What time does the venue close?

A: Closing times may vary depending on the day and event schedule. Please refer to our website or contact the team directly for details.

Q: Do you cater for dietary requirements?

A: Yes, we can accommodate most dietary requirements.

Q: Can I bring my own cake?

A: Yes, you may bring your own celebration cake with prior notice.

Q: Do you have outdoor heating?

A: No, we recommend dressing appropriately for the weather.

Q: Can I hire the venue exclusively?

A: Yes, the venue is available for exclusive hire. Please contact our events team for more information and availability: events@criterionhospitality.com

Q: Do you offer corporate or group packages?

A: Yes, we offer tailored group and corporate packages. Speak with our events team for details.

Q: Do you have parking nearby?

A: We do not have on-site parking, but there are public car parks and transport links nearby.

Pre-Ordered Items and Payments

Q: When do I need to pay for pre-ordered items and minimum spends?

A: All pre-ordered items and minimum spends must be paid for in advance of your booking.

Q: Can I use pre-ordered food and drinks on a different day?

A: No, all pre-ordered food and drinks are only redeemable on the day of your booking or event and are not transferable.

Q: What happens if my guest numbers change?

A: If there is a drop in numbers, we will attempt to work with you to maximise your pre-ordered package, but this may not be guaranteed.

Q: What seating arrangements are included with my booking?

A: While we can't guarantee specific tables, the space and layout will be discussed in detail when arranging large bookings or private dining enquiries. This excludes ticketed event bookings, which are standing only.

Cancellations and Amendments

Q: What happens if I cancel my booking within 72 hours of the booking date?

A: All deposit payments are non-refundable. If you cancel within 72 hours of your booking date and secured your booking with a card authorisation, we reserve the right to claim your card authorisation.

Q: Are pre-payments refundable?

A: No, we do not offer refunds on any payments made.

Q: Can I reschedule my booking if I've made a pre-payment?

A: Yes, you can reschedule your booking with at least 14 days notice, subject to availability. For large bookings, events, and private hires, any changes must be discussed directly with the events team.

Q: Can I amend my event date?

A: We will do our best to accommodate changes based on availability and notice period, but this cannot be guaranteed.