

# BOOKING DISCLAIMER



## YOUR BOOKING

Please arrive at least 30 minutes before your booking time. On arrival please check in at the main bar.

## CANCELLATIONS

If you need to cancel your booking, please let us know at least 48 hours before your booking. All deposits are non-refundable but, you can reschedule your booking within 6 months of its original date.

## ROOM CLEANING

Please note that we apply a 15-minute grace period to your bookings to allow our staff to clean and prepare your room

## LATENESS

If your group is running late please let us know by calling us. Please bear in mind that we will not be able to extend your booking time if we have another booking in after your group and will not be able to issue a refund but, we will try our best to accommodate you. If we have not been notified of your lateness and/or you are 30mins+ late then please be aware there is a possibility your room will be forfeited.

## OVER 18'S ONLY

Mix karaoke bar is strictly for customers over 18 years old. Our staff may ask for ID at any point during your time at the venue.

## FOOD & DRINKS

Mix management does not allow customers to bring their own food or drinks into the venue at any time. Food packages can be arranged please contact us for more info.

## CCTV

CCTV is in operation at Mix karaoke for the safety and wellbeing of our staff and customers

## DAMAGE/THEFT OF EQUIPMENT OR FACILITIES

Any damage or theft of Equipment or facilities owned by Mix karaoke will be subject to a fixed charge to the Customer/guest responsible for the booking.

## CUSTOMER CONDUCT

Mix karaoke management reserve the right to refuse service or entry to any individual or group without notice.

## LIABILITY

Mix karaoke is not responsible/liable for any injury or personal property damage within the venue caused by misuse of the equipment/facilities

## DECORATIONS

Customers are welcome to bring decorations to Mix karaoke for their booking but we only allow balloons and banners/bunting. If confetti is used in the room then the customer/guest responsible for the booking will be charged a cleaning fee.

## LIVE SOCIAL MEDIA

Please note that Facebook LIVE and other social media live streaming services will be used throughout nights within Mix karaoke.