

## River Room Party FAQ's

### **How many people will the room hold?**

We can comfortably host parties of around 35 children and 15 adults. Our River Room doubles as a classroom in the week, comfortably seating a primary school class.

### **Do you supply tables and chairs?**

Yes, we supply children's tables and chairs as well as two adult tables and chairs. We can arrange more adult tables and chairs if you give us over 48 hours notice. You decide the configuration of the tables.

### **Do you offer a catering service?**

We don't offer a catering service and don't currently have a café on site. You're welcome to bring in your own food or hire a caterer. We can supply you with an urn that holds up to equivalent of 40 cups, please request this within 48 hours of your event so we can ensure it's available when you arrive.

### **Do we have time to set up before our party?**

The five hour hire period includes setting-up and clearing up time. Please ensure you're party or event has finished by 3:30pm so you have enough time to clear up and are ready to leave by the end of the slot.

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

No, alcohol is not allowed to be drunk in the River Room or on the Farm site.

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

Yes, you are more than welcome to bring your own party entertainment. We ask that music be kept to a reasonable level. We are not able to provide any speakers. If you want to bring in professional entertainers please first get approval from the Farm Manager: [manager@surreydocksfarm.org.uk](mailto:manager@surreydocksfarm.org.uk)

### **Can I book donkey rides in advance?**

We are able to offer donkey rides during your room hire session from **2:30-3pm** along the Thames Path within the Farm. Riders must be children under 8 years old and they have to wear one of our riding hats. We charge an additional £35 for this activity that is payable in the Farm shop on the day. Donkey rides are dependent on the weather and the Farm having enough volunteers to assist with rides. As such rides will be confirmed on the day.

### **What is your cancellation policy?**

All bookings are subject to a 50% cancellation fee. Cancellations made within two weeks of the booking date will forgo 100% of the hire fee.

### **When will I get my deposit back?**

We charge a £100 refundable deposit when you book. If you leave on time, clear up and stick to the Terms & Conditions of Hire we will refund this via our PayPal account on the Monday following your event. Please note it can sometimes take a couple of days to clear and reach your account. Do get in touch if you have any queries.

### **Any further questions?**

Please email our Farm Manager with any further questions: [manager@surreydocksfarm.org.uk](mailto:manager@surreydocksfarm.org.uk)