FENIX

Group Booking Policy

For all group reservations of 8+ guests a £20 per person deposit is required to secure the booking. If no deposit is received, the space will not be held and secured for your party. We do not take provisional bookings.

A two-week cancellation policy is required, any bookings that cancel within two weeks of the reservation date will receive the full deposit back. In the case of a cancellation anytime between two weeks and 48 hours prior to the booking date, 50% of the deposit paid will be refunded. For any cancellation within 48 hours prior to the booking no refund will be applied.

Please note for all key dates and across the Christmas period, cancellation policies may be extended. Please refer to your confirmation email or the site directly to confirm.