

- Security deposits, as determined by Excelsior Stadium and Football Centre, must be received to reserve the booking. Security deposits will only be returned by card to the booking customer in person from 24 hours after the event conclusion. Deposits will be retained to cover any damage to or theft from property. The booking customer will be liable for any costs for such damage or theft. Deposits can be returned up to 1 month after the event. Unclaimed deposits after 1 month will be retained.
- Banner decorations can be displayed using blu-tack (not sellotape) on wooded areas, mirrors or frames within the function suites. Decorations should not be displayed on function room walls. Tables can be decorated with balloon centerpieces or ornamental displays. Confetti, crystal sprinkles or streamers are not permitted as table displays.
- Table and seating arrangements should be confirmed 1 week prior to the event date.
- External catering is not permitted. Kitchen access and use of facilities by customers is not permitted.
- Catering requirements should be confirmed 2 weeks prior to the event date. Final numbers confirmed will be charged. Payment of final hire balance including catering requirement should be settled and paid 2 weeks prior to the event date. The balance for higher cost events may be paid in installments in the weeks or months running up to the event date if desired, however, final balance must be cleared in full 2 weeks prior to the event date.
- Catering menus and prices are subject to change. We will endeavor to hold prices and menus selected at time of advance bookings, however, this cannot be guaranteed and subsequently alternative menus and charges may apply.
- Payments can be made by debit or credit card.
- Cancellation is 4 weeks prior to the event date. Under these circumstances, the full deposit will be retained. In exceptional circumstances, Excelsior Stadium and Football Centre reserve the right to invoice for any catering requirements, refreshment requirements or equipment hires already pre-ordered in advance.
- Event dates can be changed and deposits carried forward, so long as the cancellation notice period is adhered to.
- Alcohol cannot be brought in to a private function for consumption. Alcoholic gifts and presents should be placed in the 'gift room' and cannot be consumed on the premises. Alcohol cannot be taken outside the function room and cannot be consumed in the car park or surrounding private property. Alcohol purchased from Excelsior Stadium can be consumed on the premises only. Physical/verbal abuse towards staff will not be tolerated. Not adhering to this rule will result in deposits being retained.
- There are no age restrictions on attendees for private functions. The current bar policy is Check 25. ID must be shown upon request by staff. Management reserve the right to refuse entry or service of alcoholic drinks to any customer.
- Licensed hours are dependent on event booking type. Last orders will be called 11.30pm for 12.00am midnight close. Finishing times remain at the discretion of Management and may be brought forward owing to reduced guest numbers or bar use. All guests must vacate the premises 15 minutes after bar closure regardless of weather conditions or guest/taxi pick-up arrangements.
- Car parking is at the customers' own risk. Vehicles may be left overnight, however, owners should check next day opening hours before leaving vehicles, as locked car park access and Stadium closing times may hinder vehicle collection.
- All band and DJ equipment must be removed from the venue at the end of the event. Equipment cannot be left on the premises overnight.
- Gifts are left overnight at customers' own risk. Excelsior Stadium takes no responsibility for any gifts, possessions, lost property, DJ equipment, balloons, decorations or buffet remaining after guests have left the premises. Buffet remaining after the event conclusion will be disposed of.
- Access times for deliveries or room decoration will be in accordance with other business requirements/opening times and at the discretion of Management. Please check ahead of time for access.
- In the event of any emergency, always follow evacuation procedures as given by the automated public address system or by Stadium staff directly. Please leave the premises quickly and calmly. The Fire Assembly Point is located in the car park directly outside all 4 stands. Once assembled, remain there until otherwise instructed by fire officers or Stadium management that it is safe to return.
- Excelsior Stadium and Football Centre's decision is final.