

# The Swan Inn

Hanley Swan

## The BIG New Year's Eve Party

### How To Book Your Tickets:

1. Go to the reservations tab on our website – [www.thehanleyswaninn.com](http://www.thehanleyswaninn.com)
2. Select the 31<sup>st</sup> December on the booking widget
3. Select the number of people you would like to book for – this will also be the number of spaces allocated to your table
4. Scroll down to The BIG New Years Eve Party at 7pm
5. Select the area you would like to sit in
  - i. Bar Area – Lounge area by the bar, slightly further away from the music
  - ii. Main Pub Restaurant – In the middle of it all
  - iii. The New Year's Eve Party Barn – Right on the dance floor!
6. Enter your contact details
7. You will then be asked for card details to pay for the tickets
8. Your tickets are all booked! Pop us an email with your address so we can post your tickets out – alternatively we will be in touch closer to the date to arrange ticket collection/postage

### Terms & Conditions

1. House Rules
  - i. Doors open at 7pm. Please do not arrive early as the pub is shut between 5pm and 7pm so we can set up for the evening
  - ii. You must have your tickets with you on arrival – you will not be eligible to receive your free arrival drinks without the voucher attached to your ticket
  - iii. No dogs are allowed to our big party – we are usually super dog friendly and allow them in the garden, bar area, part of the restaurant and our rooms. However, with all the loud music, fireworks, and dancing people it just isn't a suitable environment for dogs as well!
  - iv. No switching tables – when you booked your table online you will have been able to select the area you would like to be seated in and we will ensure you are in that area. Whilst we will do everything within our power to ensure all requests are met, table arrangements on New Year's Eve are like a giant jigsaw so unfortunately, we may not be able to accommodate specific table requests. We also ask that once you arrive your group stays on the allocated table – we will not be allowing any swapping of tables on the night.
  - v. Please follow all staff instructions on the night. We are here to ensure you have the most enjoyable evening however we must also make sure everyone is kept safe – it is therefore imperative that members of staff are listened to, especially around the bar, buffet, and fireworks
  - vi. Last orders will be called at 1am, the pub will close at 1:30am.
2. Children (up to 12 years)
  - i. Children's tickets are the same price as the adult's tickets
  - ii. We do ask that all children are accompanied by a responsible adult at all times during the party – they will not be served at the bar without a responsible adult present.
3. The Buffet & Fireworks
  - i. As always, we will be putting on a lavish feast with plenty of food available – please follow staff instructions on the night to ensure an orderly flow around the buffet tables.
  - ii. Allergens will be listed for each buffet element – please ask a member of staff if you are unsure
  - iii. Staff will be handing out your complimentary glass of champagne at midnight.
  - iv. After midnight staff will be instructing you to move outside for the firework display
4. Cancellations & Refunds
  - i. If you cancel before the 1<sup>st</sup> December you will automatically be eligible for a full refund
  - ii. If you cancel after the 1<sup>st</sup> December you will only be eligible for a refund if we are able to resell the tickets
  - iii. If you are unable to attend on the night, I am afraid we are not able to offer any refund for the tickets
5. Tickets
  - i. Tickets must be paid for in full at the time of booking
  - ii. Tickets will be posted out to you at the beginning of December – **please email your address to [info@thehanleyswaninn.com](mailto:info@thehanleyswaninn.com) including the name the table was booked under.**