

FAQs

Accessibility

Due to the nature of our building, unfortunately our Upstairs Restaurant is not accessible for wheel chair users

Access and opening times:

Full ceremony access from 8am

Wedding reception access 2 hours prior to your booking

Carriages at 11pm

Extended licensing available until 1am

(at additional cost of £250) - double check with andy

Toilets

Our toilets are located in our ground floor Pontoon Bar

Parking

We have no on-site parking, but can happily recommend nearby drop off locations for taxis, cars and buses and local street parking.

Tastings

Once your wedding is confirmed, we will then invite you in to taste a selection of our wedding dishes. We would simply require you to pre-select your choices at least 14 working days before your tasting date.

Ceremony Licence

We can accommodate up to 120 guests for a £350 charge.

We are registered with Merton Registry Office.
www.merton.gov.uk

External catering and dietary requirements

We do not allow any external catering in venue other than the wedding cake. All dietary requirements need to be confirmed at least two weeks prior to the wedding date.

Equipment and decorations

We do not hold any music equipment for DJs on site, this must be personally arranged.

We allow table decorations, flowers and helium balloons in the Riverstation.

Ts and Cs

Securing your booking

We are delighted to provisionally hold a booking date for your event for up to a maximum of 14 days. Should we receive another enquiry during this time please be aware that we reserve the right to ask you for immediate confirmation in writing, or we may release the date due to popular demand.

Confirmation, Deposit and Pre-Payment

Your booking is provisional until we receive a signed booking form and a deposit payment of £10 per person. A second payment of 50% of the agreed minimum spend is required 3 months before your event date. Final payment of the agreed minimum spend is required 14 days before your event date.

Cancellation Policy

In the unlikely event of cancellation please take into account there is a 50% cancellation charge 3 months before your booked date

Amendments

We reserve the right to amend your quotation should your guest numbers and/or catering requirements dramatically alter between paying your deposit and balance.

Amendments to guest numbers made after payment of the balance must be confirmed to the venue in writing and at least 14 working days prior to your event.

Equipment and Extra Furniture

If your event plans require us to hire in any special catering equipment or extra furniture, we will let you know the cost implications to you well in advance.

Service charge

We charge a reasonable 12.5% service charge to your final food and drinks bill. We think that by the end of your event you'll agree our staff deserve it.

The extra mile

We're here to ensure that you and your guests have a simply fantastic time with us. So please, do let us know if you have any particular requests and we will always do our best for you.

