



## General Information

### Q: What are the venue's hours of operation?

A: We can accommodate different timings upon request.

- Marquee is licensed until 11.00pm for Music and Bar
- Pavilion is licensed until midnight for both Music & Bar

### Q: How can I contact the venue?

A: You can reach us at 01983824570 or email us at [info@newclose.org](mailto:info@newclose.org). Alternatively, visit our [Contact us](#) page for more information.

## Booking and Availability

### Q: How do I book the venue for an event?

A: To book the venue, contact our events team 01983 824 570 or [info@newclose.org](mailto:info@newclose.org) to check availability and secure a date.

### Q: How far in advance should I book the venue?

A: To avoid disappointment, we recommend booking at least 1 year in advance for weddings and 1 year to 6 months before for any other large events, especially for weekends and peak seasons.

### Q: Is there a deposit required to reserve a date?

A: Yes, a deposit of 50% of your room hire is required to secure your booking.

### Q: When is the balance due?

A: The remaining balance is due 12 weeks before big event/wedding and 4 weeks before any other type of event. We will send a reminder and invoice to ensure timely payment.

### Q: When are the final details required?

A: A running schedule and timings and final numbers are due and to be final 14 days prior to your event.

## **Facilities and Services**

### **Q: What types of events can be hosted at the venue?**

A: Our venue can accommodate a wide range of events including weddings, corporate meetings, conferences, parties, and more.

### **Q: What is the capacity of the venue?**

A: The Pavilion can host up to 90 people and the Marquee up to 300 guests.

### **Q: Does the venue provide catering services?**

A: Yes, we offer in-house catering with a variety of menu options. External catering is also allowed with prior approval.

### **Q: Are there any restrictions on decorations?**

A: Decorations are allowed but must comply with our guidelines. Please avoid using smoke machines. All decorations must be removed after the event.

### **Q: Is parking available at the venue?**

A: Yes, we have free ample parking space available for guests.

## **Technical and Equipment**

### **Q: What audio-visual equipment is available?**

A: We offer a range of A/V equipment including projectors, microphones, speakers, and lighting.

### **Q: Is there Wi-Fi available at the venue?**

A: Yes, complimentary Wi-Fi is available throughout the venue.

## **Policies**

### **Q: What is the venue's cancellation policy?**

A: Cancellations must be made 8 months in advance for a full refund. Cancellations made after this period may forfeit the deposit.

### **Q: Are there any noise restrictions?**

A: Noise levels must be kept within 75% of output of the deck, with 2 x 50W amplifiers due to local regulations. Events must conclude by 11.00 pm to comply with noise ordinances.

### **Q: Is smoking allowed at the venue?**

A: Smoking is not allowed inside the venue. Designated smoking areas are available outside.

**Q: Can I schedule a tour of the venue?**

A: Yes, we offer tours by appointment. Please contact us at 01983 824 570 or [info@newclose.org](mailto:info@newclose.org) to schedule a visit.

**Additional Information**

**Q: Do you offer any event planning services?**

A: Yes, our experienced event planners can assist you with every detail of your event. Contact our planning team for more information.

**Q: Are pets allowed at the venue?**

A: Pets are not allowed inside the venue, with the exception of service animals.

**Q: What accommodations are available nearby?**

A: We have partnered with the Seaview Hotel to offer special rates for our guests. Please visit [www.seaviewhotel.co.uk](http://www.seaviewhotel.co.uk) for more information.

If you have any other questions or need further assistance, please don't hesitate to contact us. We look forward to hosting your event!