

Please find our bookings policies below;

PLEASE NOTE ALL DEPOSITS ARE NON – REFUNDABLE, however the deposit can be used against another date in the future, whether that is for a package, private hire or spend in our bar.

If you have paid a fee from any external website for your booking, you will need to contact them directly. Any deposit of that nature is not received by us, so we reserve the right to alter our prices on those websites.

***Memory Box is a strictly over 18's venue after 8pm, and all customers may be required to provide I.D on entry, in the form of a valid driving licence or passport within a year of expiration.**

Management reserve the right to refuse entry

We have a member of sales in house between the hours of 10:00 – 18:00, Monday- Friday so if you require any further assistance prior to your reservation then we will be available to answer any questions or queries you may have.

We allow 15 minutes grace on our reservations, if you fail to attend during this time your risk losing your booking. If you feel you cannot attend or will be running late then please let us know in advance so we can do our best to amend your time.