

# FLASH AND THE MILTON CLUB T&CS

## WHERE CAN I PROVIDE CUSTOMER FEEDBACK?

If you wish to speak to a member of the Flash at The Milton Club team please contact us at [flashmcr@themiltonclub.co.uk](mailto:flashmcr@themiltonclub.co.uk)

## DO I NEED TO BRING ID?

At this Flash event we require everyone's ID. Safety and security of our staff and customers is paramount. The Milton Club operates a minimum check 25 policy. If you are lucky enough to look younger than 25 then please be prepared to prove your age with valid and current identification. This can be a UK driving license, passport, or PASS identification card bearing the PASS hologram.

## ONLINE TABLE RESERVATIONS

All table reservations made online will be regarded as an enquiry until confirmed by a member of the events team. We will endeavor to respond to all enquiries within 24 hours. If you require immediate assistance please call 0161 850 2353. Alternatively, you can contact us on [Flashmcr@themiltonclub.co.uk](mailto:Flashmcr@themiltonclub.co.uk)

Please note, depending on your reservation or party type a deposit or minimum spends may be required.

## ONLINE TICKETS PURCHASES

Please ensure you bring your ticket along with a valid form of ID to the event. All tickets purchased via Flash/Design My Night are subject to our entry policies.

## DO YOU OFFER ANY TICKETS WITHOUT FREE FLOW DRINKS?

Yes, we currently have three types of admissions to enjoy the show. The options include entry only, which is available on the door or advanced purchase, which is online only and avails free-flow drinks. The premium ticket and the luxe, both include free flow drinks with our without alcohol in accordance with licensing laws and drink aware.

## IS THERE A DRESS CODE?

Dress up for the occasion! Please avoid sports and causal wear, big logos and caps. Management reserves the rights to refuse admission if dress codes are not adhered to.

## CAN I BUY FOOD INSIDE FLASH/THE MILTON CLUB

Food is available during The Milton Clubs Limitless event, which runs from 8-10pm, and a selection of canapés and snacks will be available. Food is not served after 10pm but there are many restaurants/takeaways in the local vicinity should you require it.

## IF AFTER BUYING TICKETS, I DECIDE TO CHANGE THE DATE, WILL THE PURCHASED TICKET STILL BE VALID FOR THE DATE THAT I WANT TO GO?

Once tickets are finalized and purchased are non-transferable, unless in special circumstances, please contact [flash@themiltonclub.co.uk](mailto:flash@themiltonclub.co.uk) if you have any further questions

## I ALREADY BOUGHT MY TICKETS BUT I CHANGED MY MIND & DON'T WANT TO GO TO FLASH, CAN I REQUEST A REFUND?

We do not accept cancellations or refunds

## TICKET / FREE-FLOW DRINKS T&CS

- Open Bar for Flash Show runs from 10pm until 3am
- You will be provided with a wristband, which must be worn at all times
- Patrons may choose from selected alcoholic and soft beverages, the range on offer is available to view on a menu and available from bar staff
- Only one drink per person may be ordered at a time
- Drinks are served by the glass (or bottle in respect of selected beers only).
- No refund or proportionate refund will be given for late or early departure
- Service of alcohol may be withdrawn from persons found to be intoxicated or in a manner, which would constitute irresponsible alcohol service
- Laws relating to alcohol service will supersede all the above
- Management reserves the right to refuse service at any time and at their sole discretion

## CUSTOMER SAFETY

- At this Flash event we require everyone's ID
- At Flash & The Milton Club, the safety and security of our staff and customers is paramount. The Milton Club operates a minimum check 25 policy. If you are lucky enough to look younger than 25 then please be prepared to prove your age with valid and current identification. This can be a UK driving license, passport, or PASS identification card bearing the PASS hologram
- The Milton Club operates in conjunction with local authority guidance, operate an ID seizure policy whereby false ID will be confiscated and handed over to the police. The Milton Club supports the responsible consumption of alcohol and reserve the right to refuse service to customers who are, or appear to be, intoxicated
- Tap water is freely available in our bar upon request. A random search policy of all customers may be implemented depending on prevailing conditions, risk assessment or police advice. The Milton Club operates a zero tolerance policy on drugs. Customers suspected of dealing or using drugs will be asked to leave the premises immediately
- Customers are advised that The Milton Club work continually with local authorities to ensure, we're fully compliant on all aspects of health and safety and crime and disorder
- CCTV is in operation in The Milton Club

## CONDITIONS OF ENTRY

- The Milton Club management reserves the right to refuse admission. For door policies, entry information, accessibility and dress codes please view the entry policy page

## LEGAL INFORMATION

The Milton Club is part of The Milton Club Ltd.  
The Milton Club Trading Ltd is a UK based company house  
Company Number 10281803