**MATCHDAY HOSPITALITY FAQ**

**When will my tickets arrive?**

Tickets will be emailed to you approx. one week before the game – if for any reason you haven’t received them, please contact us. On matchday guests should report to the collections point at the Ticket Office and they will then be directed to hospitality in the Marquee. Once there, guests will be required to wear the wristbands provided, which should be always worn whilst in hospitality. The wristband will then grant you access in and out of hospitality as well as into the dedicated VIP stand.

**Can I purchase hospitality as a gift for someone?**

Absolutely! You can book for a specific match in advance, or let the recipient choose which game they would like to attend. We can also arrange for a voucher for you to use as a gift.

**As a season ticket holder, do I get a discount on match day hospitality?**

We offer a reduced rate for season ticket holders (which also includes VAT as opposed to the addition of VAT for non-season ticket holders).

**What time does hospitality open?**

Hospitality opens from 5.45pm on Friday, and 12.45pm on Sunday.

**What time does hospitality close?**

The private area in hospitality finishes 30 minutes after end of play, however you are welcome to stay after then to enjoy more of the post-match atmosphere in the Marquee.

**What is the dress code in hospitality?**

We operate a smart casual dress code which also includes rugby jerseys and jeans. People are welcome to remain in the Marquee whilst the game is taking place, but if you want to go outside to watch the game, please consider the weather conditions and bring appropriate outdoor wear if necessary.

**Are children permitted in hospitality?**

We are happy to have children in hospitality. We have a limited number of highchairs available as well as baby changing facilities within hospitality. Highchairs should be pre booked at least a week prior to the game if required.

**What time is food served on matchdays?**

Food is usually served around 6.15pm on Friday and 1.15pm on Sunday, however we understand that some people may arrive a little later, so if you know you may be late, then please let us know in advance and we can make sure that your food is held until you arrive.

**Can you cater for different dietary requirements?**

Yes, we can – all we ask is that you let us know of any dietary requirements by the Monday before the game so that we can liaise with the caterer before the day. A vegetarian option is always offered on the menu, but we still need to know if any are required by the Monday.

**Where can I park?**

Guests attending hospitality can park in the ground at Lady Bay (post code for sat nav is NG2 5AA). On arrival, please report to the steward on the gate and ask those driving to let the steward know what company or lead name they are here with and then they will show them where to park. All non-hospitality guests that are driving should park at Scarrington Road (next to Nottingham Forest ground, post code for sat nav is NG2 5BR). The cost to park there is £3 per car.

**Can I set up a bar tab on the day?**

You can just purchase drinks on the day, however we will email out a drinks order form with your itinerary for you to be able to pre–order drinks before the game, which means you can have your drinks ready at the table on arrival. We ask that you either supply card details on the form provided or contact us before the match to pay via card over the phone so that the payment has been received. Non-payment will result in no drinks being provided on the table beforehand.

Bar tabs on the night will only be allowed if a credit/debit card is provided to the bar team so that payment can be taken before you leave. This will be returned once payment has been taken. We will keep the card in a safe and secure manner and will hand it back once all drinks have been paid for.

We can also pre–arrange a bar tab limit if you want to keep track of what is being spent, and then a member of the bar team will inform you when the pre–agreed tab is near to the limit set.