

THE RADLEYS



HAMSTEAD

FAQ's

Why do we have to pay a £10 per person deposit?

Our bus only holds 20 guests for dining and sadly we have had many no shows in the past. If a table of 4 doesn't turn up for their booking this leaves 20% of our restaurant empty which could have been used by other guests who requested this booking. Your deposit will come off your final bill.

What if we pay our deposit and cannot make our booking?

Deposits are completely non-refundable in all cases. This will be made clear throughout the booking process.

What if we book a table for four and one person can't make it?

Their £10 deposit will be lost. This will not come off the final party bill. This is the same in all cases for no shows.

Why do we have to pre-order our meals?

We are not like other venues with large fridges and freezers to store food and who operate daily. We order all ingredients in specifically for the dishes ordered that particular weekend and prepare them to order so that the food we serve is as fresh as possible. This also stops any food waste which we feel is ethically the correct thing to do. We must receive your menu choices at least 7 days before your booking. You will receive a link to the menu form once you have made your booking online.

What if I change my mind regarding my meal order?

No problem, you can change your mind regarding your dishes up until the 7 days before your booking. Just call us and let us know your new order.

The booking system won't let me book a table for 5?

Our booking system is set to only take bookings for parties of even numbers. The reason for this is the shape of the vehicle and the layout of the dining tables. Tables are for two set down each side of the bus with a booth at the back for four. Larger groups will be sat in a cluster of tables. Our booth can sometimes seat five so if you are after a larger group booking with an odd number please give us a call and we will help if possible.

Can we come for a drink before our booking?

Of course, the bus opens at 18.30 on Fridays and 17.30 on Saturdays.

We've not booked to eat, can we come for a drink?

Yes!! The upstairs of the bus is for diners only but the bar downstairs and pagoda are available to come for drinks. We just need you to give us a call to confirm whether we have space as due to strict licensing laws we are only allowed a set amount of people at the bus at once and would hate for you to waste your journey.

What if I'm late for my dining time?

We do ask that you arrive before your dining time if possible. We may not be able to provide your dining experience if you are so late that it will have an impact on the following dining times.

What times can I book to dine?

We currently offer a 19.30 sitting on Friday and a 18.00 and 20.30 sitting on Saturday evenings. Dates are on our website.

Can we pay by card on the night?

Sadly we have no internet for our card reader at the venue so we are cash only.

Can we leave a vehicle?

Yes but the gates will be locked once the bus closes at night until Belford Garden Centre unlocks in the morning (usually around 8am) for security reasons.

Can children attend the bus?

Due to the nature of the bus and the downstairs cocktail bar we are a strictly over 18's venue for all dinner reservations. If we offer lunch and breakfast services children are welcome.





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Can we have a one course evening meal?

Sadly not. We are very limited for space and we have found it financially impossible to continue to run our pop ups should guests only order one course. You can choose from a choice of 2 or 3 course meal.

I have intolerances and allergies, can I come to the bus?

All our dishes are made in a common kitchen so we cannot guarantee they will completely free of certain contaminants such as gluten and nuts if these ingredients are used in the preparation of other dishes. Upon booking each dish our order form will ask if you or any person in your party has any intolerances. Please state any allergies or intolerances in this section. We will endeavour to modify the dish to suit. If we are unable to modify the dish to your needs we will call you to let you know and you will receive a deposit refund. We must know of allergies/intolerances upon booking, we will not be able to offer your dining experience on the night if we have not been told.

Is the bus suitable for vegans?

Sadly our summer 18 menu isn't. As our vegan dishes in the past have never been popular due to a very small number of vegan guests coming onboard we have selected dishes this pop-up that we feel will appeal to the most of our clients. As we only have a very small kitchen we can only offer a very small menu which we have to optimise to appeal to the most people. Should we find we have a demand for vegan dishes we will of course add these to future events.

I'm disabled, can I dine onboard?

The dining room is on the top deck of the bus with a small 'bus' stair case as the only access, if you can climb these stairs then you certainly can. Alternatively, our pagoda is at ground level and we would be able to offer dining there. Please call us to make your booking.

Can I use my gift voucher?

Yes you can use No.08 gift vouchers. Please contact and we will make a booking for you as a deposit may not be required.

