

Please take your time to carefully read the terms and conditions as it is important for the both of us that you understand our contractual relationship that relates to your use of our website, our application and the services we provide to you on our premises. It is always advisable to carefully read and understand the terms and conditions before making a booking.

By making a booking on our website, over the phone, by e-mail or in person when visiting our venues, you and everyone in your group agree to these terms and conditions.

For more information, please email info@k-cube-leeds.co.uk

BOOKING POLICY

We would appreciate your cooperation and consideration for others by showing up on time and leaving rooms on time at the end of your bookings.

We reserve the right to cancel and resell your room if you fail to show up after 30 minutes past the starting time of your booked session and may forfeit the paid deposit without refund. If you think you are going to be late, please call us to advise, do not e-mail or leave a voicemail as this will not be actioned promptly.

We won't be able to give you extra time for your session if you are late.

If the room is available after your booking, you may extend the room. There will be an extra charge.

Unfortunately, there is no access for wheelchairs for the venue upstairs. We advise you to contact us in advance if you need wheelchair access.

We require a £10 deposit per person for the booking and the deposit money will be deducted off your final bill. Please note that your booking isn't fully confirmed until you input your credit/debit card details. After bank authorisation please return to the website. You will always receive an automatic confirmation email with a booking reference number. If you don't receive one, get in touch with us immediately as your booking hasn't been successful.

All credit/debit card payments are securely handled by Stripe – a financial services company (an industry-leading payment processor) and are never stored on our website.

As outlined in our privacy policy we will not share your personal information with third parties for marketing purposes without your prior consent.

Here at K-CUBE, we as a team promise to deliver an amazing experience and an exceptional service for you and your friends, family members, and we hope you agree. With that in mind, a 10% discretionary service charge will be applied to your final balance. We can assure you that

this full amount will be distributed evenly between all our employees who helped make your event a memorable one.

AGE POLICY

Guests under the age of 18 must be supervised by at least one person aged 23 or older.

Kids under 18 cannot consume alcohol, even with a guardian as the venue doesn't serve a proper meal (based on UK law). If anyone is discovered giving alcohol to minors, they will be asked to leave the venue immediately.

We request any guests below the age of 18 to vacate the venue by 22:30. Afterwards, all guests must present a valid form of photo I.D. to be checked on arrival.

We operate a check 25 policy. This means staff hold the right to request identification from those who look under the age of 25 – this is for purchases of alcohol or any item that has a legal age requirement. Service is refused if you cannot show one of the following: Passport, Driving Licence or valid IDs.

Refunds may not be given if group members are unable to provide valid ID.

ENTRANCE POLICY

Our security staff are well within their rights to check your IDs and request a physical search of your carried property and your person for you to enter the venue. They reserve the right to refuse your entry if you are drunk, disorderly or fail to satisfy our policy.

FOOD & DRINKS POLICY

Please note under no circumstances will customers be permitted to bring their own food, alcohol, or soft drinks into K CUBE venue. If you are found with any food, alcohol or soft drinks on you, our security staff have the right to confiscate these items.

If you are gifting alcohol as part of a birthday/special occasion, we will keep the gift stored for you until your departure. An exception can be made for a birthday cake with written authorisation from the venue management.

Please note that K CUBE cannot be held responsible for any valuables stored in the venues.

The credit for food and drinks must be used at once and there is no cash equivalent available.

LAST ENTRANCE/ LATENESS POLICY

We open from Monday to Friday from 8 PM to 4 AM, Saturday to Sunday from 6PM to 4AM

Last entry is 2:00 AM. After this time, no entry will be allowed.

Late arrival will result in time lost and the session will end as previously agreed unless you wish to extend (depending on availability). We reserve the right to resell the room if the party fails to show up within 30 minutes of their booking time. If you think you will be late, please get in touch

with us as soon as possible. No-shows result in no refund, rescheduling, transfer, or credit of any kind.

If you would like to change your date or starting time, we require at least a 24 hours' notice.

EXTRA PEOPLE

If you have any extra people, please inform reception as there will be a charge of £11 per person per hour, Sunday - Thursday and £12 per person per hour, Friday Saturday.

We would be happy to change the original booking room to a bigger room for you if we have availability. However, if we are fully booked and cannot accommodate to change the room for you, we reserve the right to refuse of entrance if the room or venue itself risk to be overcrowded and any payments made are non-refundable.

CLEANING POLICY

Please note we apply a 30-minute grace period between bookings to allow staff to clean and prepare your room before your groups' arrival. We always try our best to get the room ready for you prior to the booking time. However, at weekends or during the busy period time, you might have to wait a bit longer. This will not have any impact on the times that you have booked for. If you arrive earlier than your booking time, please relax, be patience and get ready to sing out loud later.

THE BAR

The sale of alcohol is licensed until 3:30 AM. If your booking takes place until 4 AM, you can purchase alcohol up to 3:30 AM and consume it until 4 AM. No sale of alcohol can take place after 3:30 AM.

The bar closes 30 minutes before end of session and/or at Management decision.

The venue and/or bar might close earlier, without any prior notice. Our closing time can change and is at the Management's decision, without any prior notice. Our staff reserve the right to refuse serving alcohol to customers.

DRINKS PACKAGES

- Must be paid in full before starting the session. If you would like to purchase more drinks packages, we will need to take the payment straight away.
- The stated drinks included in the drinks packages cannot be substituted for alternative beverages or swapped for money off. If an item is out of stock, the venue will offer an equivalent alternative.

- Due to the licence terms, any unopened/sealed soft drinks or alcohol bottles cannot be taken out of the venue by customers.

CELEBRATIONS

We would love to celebrate all your important events with you at K-Cube.

You are welcome to bring birthday cakes and decorations, however, any wall decorations, confetti or confetti balloons are not allowed.

We would be happy to set up for you, please note that we don't have the facilities to blow up balloons.

Sparklers and candles must be under our staff's supervision due to safety reasons. Please let our team know in advance so we can help to make it more special.

LOST ITEMS

K Cube is not responsible for any personal items that are lost, stolen, damaged or left unattended within our venue.

SMOKING POLICY

NO SMOKING AND NO VAPING inside the rooms and venue. We have CCTV in every room and smoke detectors.

DAMAGE POLICY

For Healthy and Safety reason we DO NOT allow customers to stand/jump on the sofas/tables/stools. Any damage and/or any damage caused by careless action will result in the policy 'you break it, you pay for it'.

In the event of vomiting in the venue, your group will be charged a £100 fee for vomit clean-up in the rooms, unless it is cleaned up.

DRESS CODE

We operate a smart casual dress code. Sportswear is not permitted including but not limited to; team shirts, jogging bottoms, tracksuits, sport shorts, beachwear, flip flops or items with offensive language on them.

ALLERGENS

For our guests with food sensitivities, allergies, or special dietary needs: We prepare and serve products that contain major allergens. Although we and our suppliers take every care in preparing your meal, regular kitchen operations across our supply chain involve shared cooking and preparation areas, and food variations may occur due to ingredient substitutions, recipe revisions, and/or preparation at the karaoke. For these reasons, we cannot guarantee that any menu item will be completely free of allergens. If you have an allergy, please make this known to our staff as soon as you arrive at the venue.

GENERAL POLICY

- We have a zero tolerance drugs policy. We do not allow any type of drugs in the venue under any circumstances.
- We have a zero tolerance for inappropriate behaviours/ actions.
- We do not allow strippers in the venue under any circumstances.
- Please respect others and lower your volume when leaving the venue.

Failing to comply with our rules, will lead to the termination of your session with or without warning. There will be no refund for the remaining time.

We do our best to exercise our duty of care to keep our staff safe whilst at work. Staff should always be treated courteously and with respect for the work they are doing.

We have a zero-tolerance attitude towards any incident in which an employee is abused, harassed, threatened, or assaulted, either in person or online, and will take legal action if necessary.

We reserve the right to refuse of entry, the right to ask customer to leave and the right to terminate your session without any refund for not complying with our Terms and Conditions, any guest whose behaviour puts at risk the enjoyment and safety of other guests or staff.