

Karaoke

Any cancellations made within 48 hours will be subject to losing the full booking fee. Bookings 48 hours + may be moved to another transferable date – subject to availability.

Bookings will be held for 15 minutes from your reservation time. In the case of late arrivals, please give us a call to let us know and we will try and accommodate you and keep your timeslot. Please be aware that at peak times, this will be subject to availability and we cannot guarantee the room for late arrivals.

Damage Policy

You will be liable for any damage made to the equipment in Alibi, and required to pay for the repair or replacement in full on the night, prior to leaving the premises. This can include microphones valued at £450 each, TV at £500, touchscreens valued at £400, speakers (wall or ceiling bracket) valued at £200 or broken speakers valued at £600, and any marks made on the seating by high heels up to the value of £50. You may also incur a charge if extra cleaning is required either caused by you or anyone in your group.

Group Booking

Bookings will be held for 15 minutes from your reservation time. In the case of late arrivals, please give us a call to let us know and we will try and accommodate you and keep your timeslot. Please be aware that at peak times, this will be subject to availability and we cannot guarantee room for late arrivals.

Age Restrictions Policy/ Licence

Guests must be of a minimum age to gain entry to Alibi. We accept photo IDs in the form of passports, full UK driving licence or ID cards. Bookings with guests under the legal age will be denied entry and any payments made are non-refundable. Exceptions are made for children's parties at specific times and when arranged in advance. Alibi reserves the right to deny entry or serve alcohol to anyone deemed to be intoxicated. Any payments made for karaoke room hire are non-refundable on this basis. Alibi is under 24/7 CCTV operation

As a company, we exercise our duty of care to keep our staff safe whilst at work. 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.