



# NEW YEAR'S EVE

## FREQUENTLY ASKED QUESTIONS

### PRE - EVENT QUERIES

#### **How long can I hold the booking?**

Once you have chosen Woods Quay for your celebration, we give you a grace period of 5 days to finalise your payment, unless otherwise agreed with Woods' Silver Fleet in writing, the booking will automatically be released.

#### **Are children allowed?**

Whilst we adore little ones, all Christmas and New Year's Eve parties are for adults only. Join us for a sophisticated evening with an age limit of 18 and over.

#### **Do you have a dress code?**

Whatever makes you feel most spectacular & warm for taking in the views!

#### **When do I need to pay?**

Securing your spot at Woods Quay requires full payment. Please note this payment is non-refundable, unless the event is cancelled by Woods' Silver Fleet.

#### **Once I have paid for my tickets what happens if someone drops out?**

The ticket price is non-refundable, but if someone in your party does drop out their ticket may be transferred to someone else.

#### **Is this a seated event?**

This New Year's event on Woods Quay is a standing affair with limited seating available. No need to worry about reserving tables - get ready to dance the night away!

#### **Where do we view the fireworks from?**

Woods Quay is a floating venue that has two beautiful closed-in rooms with dramatic floor to ceiling windows where the fireworks can be seen from. However, we also have an expansive outdoor space on our Woods Quay moorings platform, which takes you that much closer to the fireworks action, if you desire.

#### **What if I/my guests have special dietary requirements?**

We ensure there are sufficient vegetarian options available as part of our grazing snack menu. If any of your party has any specific dietary requirements i.e. allergies or intolerances, then these must be advised no less than 10 working days before the event, otherwise these may not be possible to accommodate on the night. If we are alerted to a special diet on the night, we will try our best to cater for this request, but this cannot be guaranteed. Please note that we cannot guarantee an allergen free environment.



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### ON THE NIGHT

#### **Our Address**

Woods Quay, Victoria Embankment, London, WC2N 6AY.

*\*Please use the full name and postcode in any map applications rather than just the postcode when searching for the venue.*

[Google Maps link to location](#)

#### **Your Ticket**

We will issue you with a booking confirmation on receipt of full payment, which you will be required to show to security before entering Woods Quay. We will have your party on the guest list under your lead name. We will, closer to the event time, issue you with specific instructions to gain access to the pedestrian area along the Embankment as frequently wristbands are issued by the fireworks organisers in order to pass through their ticketed zone.

#### **Arriving to the Event**

The Victoria Embankment and surrounding areas are closed to traffic on NYE and will be extremely busy with members of the general public who have paid to view the Mayor's Fireworks. Please allow sufficient time to get through this particular area. Once at Woods Quay, you may be expected to queue for a time in an area exposed to the elements. Please note that the management team is very sensitive to this and will always try to welcome guests into the venue as quickly as possible.

#### **Access to Woods Quay**

Access to the venue is via a walkway which takes you over the Embankment wall onto the floating structure of Woods Quay itself. Please be mindful that these walkways can be steep depending on the river's tides when arriving and/or leaving Woods Quay.



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#### **Accessibility**

Woods Quay is fully accessible via an alternate walkway (East side nearest to Waterloo Bridge). Please kindly advise the team in advance of your needs. Woods Quay has a gender neutral disabled toilet.

#### **Road closures**

Road closures will be in place around Woods Quay, meaning that no direct access will be possible via car/taxi/coach. Please visit Transport for London's website for more details on the best way to travel from your location. Woods' Silver Fleet has no control over the roads and pathways surrounding the event, as they are public walkways. Any closures by the police due to congestion or festivities during New Year's Eve are beyond our scope of control.

The closest public transport is via Embankment tube (usually a 5 minute walk), Charing Cross train station (usually 10 minutes walk) Temple tube (usually 10 minutes walk), Blackfriars train station (usually 15-20 minutes walk). Some stations may be closed on the evening - please check Transport for London's website and allow more time than usual for your journey.

#### **What are the timings of the event?**

Doors will open at 21.00hrs, with last entry at 23:00hrs. Carriages at 01.30hrs.

#### **Do you need a list of names for the door?**

While you do not need to provide the names of all guests attending, if you have purchased tickets on behalf of a large party, all guests will be listed under the same confirmation document/ticket and we therefore strongly recommend that you all arrive together. If arriving together is not possible, you will need to advise our door team of the names of your party who are outstanding and the booking name they will need to quote on arrival.



**NEW YEAR'S EVE**  
FREQUENTLY ASKED QUESTIONS

**FOOD & DRINK**

**Our Menu**

This is a late night event for you to enjoy - principally - a very special Central London location with a very special view of the fireworks. There will be a light grazing menu for you to enjoy but this is not meant to be a full dining experience.

**Can we upgrade wine included in the ticket for different wines on the night?**

A wine and champagne list of alternative options to the selected wines included in your ticket price is available on a cash or card basis on the night for those wishing to purchase additionally but we do not offer upgrades.

**Are drinks only available from the bar?**

The Champagne reception to greet you upon arrival will be tray served, all other drinks do need to be ordered by guests at the bar.

**Can we run a bar tab on the night?**

We unfortunately cannot run bar tabs on this event.

**What kind of music does the DJ play?**

Our DJ's play an eclectic party mix in order to accommodate the large range of clientele we welcome on board this event.