**Derby Market Place FAQ’s**

Welcome to Derby Market Place – a space to support local businesses, chill out and dine on your favourite food. Here are a few details that you may find useful:

**How to book**

Tickets can be pre-booked in advance via <https://derbymarketplace.co.uk> in person at the ticket kiosk in the Market Place and through the Service Information Centre at Riverside Chambers or over the phone 01332 255800 or Typetalk: 18001 01332 255800.

There are a number of covered chalets and open tables that will be allocated on a first come first serve basis. Access chalets and tables are pre-bookable over the phone and in person to ensure we can accommodate your request.

**How it works**

1. Book a table
2. Make a note of your table number
3. Order your food from your favourite local café, restaurant or pub and quote your table number
4. Sit back, relax and wait for your meal
5. Join the conversation through by using **#derbymarketplace**

**What about the Government guidelines?**

We have everything covered, so you can relax in a safe environment, here are the measures we are putting in place:

* There will be hand sanitisers available at the entrances and exit and on each table.
* Social distancing measures are in place for queuing and the tables are laid out in accordance to the latest guidelines.
* Regular cleaning of all communal spaces.
* Hourly clean of toilets and they will also be deep cleaned daily.
* Our staff will sanitise and deep clean each table between bookings.
* Every day there will be a deep clean of all areas.
* Signage will be available to help with social distancing.

**FAQs**

**What are the opening times?**

Derby Market Place will be open for booking from Saturday 25 July until 30 September

* Opening times:
	+ Sunday to Wednesday 11-2pm,
	+ Thursday to Saturday 11-2pm and again 6-9pm

**How do I book?**

Tickets can be pre-booked in advance

* Online: <https://derbymarketplace.co.uk> i
* In person at the ticket kiosk in the Market Place and through the Service Information Centre at Riverside Chambers
* Phone 01332 255800.

When you have booked you will be provided with an allocated time and a table number. You will need to bring this information with you when you arrive.

There are a number of covered chalets and open tables that will be allocated on a first come first serve basis. Access chalets and tables are pre-bookable over the phone and in person to ensure we can accommodate your request.

**Is the site access-friendly?**

Yes! We have adapted chalets and picnic tables available to accommodate wheelchair users and accessible toilets. These tables are not on general sale on the website to ensure they are available to customers who need them. Please book over the phone in advance on 01332 255800 to ensure we can accommodate you.

**Can I just turn up?**

We do encourage people to reserve a table beforehand in case of high demand. However, where tables are available then these will be offered on a first-come, first-served basis.

**How do I order my food?**

Visit via <https://derbymarketplace.co.uk> Details of participating outlets will be listed on the website where you can get in touch with your chosen café, restaurant or pub directly. They will let you know if they will offer a table delivery service or if you need to collect your order.

**How long can we stay for?**

You book for a 3 hour service slot. Please factor in delivery times and consumption to allow you enough time to enjoy your meal. The space will need to be clear at the end of the service slot to be cleaned down. There is a bar on site and drinks can be purchased after displaying proof of your food order. Alcohol can only be purchased with food consumed on the premises. The bar will close 15 minutes before the end of the service slot.

**Can we collect and bring our food on site ourselves?**

You can, but we ask that you pre-book a table first. This is to stop your food getting cold while you queue and stop frustrations when you have to log your details.

**Where can I order food from?**

You can order your take-out food from any food outlet in the city that is offering a take-out service. A list of participating eateries is available on the website.

**Can I eat my lunch from sandwich take-away shops at Derby Market Place?**

Yes, subject to availability. Derby Market Place is a space to sit and enjoy food at the heart of the city centre.

**How many people are allowed per table?**

There is a maximum of 6 people to a table ensuring current social distancing guidelines are met.

**What happens when I arrive?**

You will be asked for your booking details and we will need to take your details down for track and trace purpose. This information will not be shared with any third party and won’t be used for marketing purposes.

You will then be guided to your table. If your chosen food outlet is providing delivery, they will find your table and deliver it straight to you.

**Do I need to provide the names of all people on our table?**

No, only the person who makes the booking. Please let your group know you are leaving your details for track and trace purposes on their behalf.

**What if we turn up at different times?**

No problem. Simply pass the confirmation of your booking and the table number on to the group and they can turn up separately.

**Do we have to arrive at the start of the service slot?**No. Once booked the table is yours for the 3 hour service slot. Derby Market Place is a flexible, clean space to enjoy food with others. Tables that are vacated early will be offered to customers who have not booked in advance.

**Is there a bar?**

Alcohol can be purchased on site after displaying proof of your food order. We would encourage as many people to make contactless payments wherever possible. Alcohol can only be purchased with food consumed on the premises and the bar will be operating a “Challenge 25” policy. If you are fortunate enough to look 25 or under then proof of age may be requested. Our approved forms of ID are: valid Driving Licence, valid Passport, Military ID, Any other form of ID with the PASS hologram on it. We reserve the right to refuse alcohol to those we feel are too far under the influence.

**Can we bring drinks in containers?**

Non-alcohol in plastics is fine, but no unopened bottles or cartons are allowed.

**Are children allowed on site?**

Children are more than welcome on site but must be accompanied by an adult.

**Are dogs allowed on site?**

Guide dogs only are welcome on site.

**Will cutlery be supplied?**

Cutlery will be supplied by the outlet, or alternatively you can bring your own disposable cutlery.

**Do you have any highchairs?**

We have a limited number of highchairs available, they are pre-bookable, or please ask our team on the day if you wish to use one.

**Where’s the best place to park, if I’m driving?**

Parking is available with a 20% discount for all patrons of Derby Market Place! Turn up with your parking at either Bold Lane Car Park or the Assembly Rooms Car Park, validate your card at the entrance, and enjoy a 20% discount when you go to pay! Hurrah!

**Is smoking permitted?**

Smoking is not permitted on site. This includes the use of e-cigarettes in all forms.

**Can we pay by cash?**

We would encourage as many people to make contactless payments wherever possible.

**Are there toilets on site?**

Yes, the venue has its own toilet facilities, which will be routinely cleaned.

Enjoy!