



INFERNOS

FAQ

How to I buy tickets?

Please download our app [HERE](#) to book tickets/tables/karaoke etc for your requested date.
We'd love to see you on the dance floor...

Can I book a table – I have/don't have entry tickets already?

Yes! Please download our app [HERE](#) to book tickets/tables/karaoke etc for your requested date. We'd love to see you on the dance floor...

Can I make a karaoke booking?

Yes! Please download our app [HERE](#) to book tickets/tables/karaoke etc for your requested date. We'd love to see you on the dance floor...

Can I get on the guestlist?

Infernos is currently running as a ticketed venue – with both advance and on the door availability. To secure your preferred date and time of entry – download our app [HERE](#) and buy tickets!

Do I have to stick to entry at the time my ticket says?

Yes! Differently timed tickets have different price points and we have an allocated number available to help manage the queue system. Turn up on time or risk being sent to the back of queue/refused entry.

Will there be tickets available on the door?

Yes! Tickets will be available on the night, priced at £12

It says no under 21s, but one of my party is U21. Can we still come in?

Should one or two members of your party be U21, please email manager@infernos.co.uk to let us know. As long as the number of younger guests is in the minority, we can usually make allowances here.

Can I refund my entry tickets?

Entry tickets are non-refundable as standard. In extenuating circumstances – please email hello@infernos.co.uk and we shall see what we can do

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Do tickets give you a queue jump?

Our priority tickets are available both in advance and on the night and provide access via our priority queue.

Early and General admission tickets provide access via our standard queue.

Buy via our [APP](#).

I have booked a table – what time do I need to be in?

We provide priority access to all advance ticket holders with a table booking before 11PM.

Late arrival (more than 20 minutes) may result in a chargeable no show fee (£50/table)

How much do Tables cost?

NOTHING! Tables are free of charge although we pre-authorise your card at point of confirmation for £50.

We will charge you ONLY in the event of a No Show

I have booked a table – can I jump the queue?

All advance ticket holding table bookers and their guests can enter via the priority queue before 11PM

How much is Karaoke?

Karaoke is charged by the hour on the hour, from £35 for our small room.

Do I need a ticket if I have a karaoke booking?

YES! All guests require entry tickets to gain access to the club

What time must I be in for Karaoke?

All Karaoke bookings must be in the venue at least 30mins before their booking/ by latest 12AM

Do I get to jump the queue if I have a Karaoke booking?

All advance ticket holding Karaoke bookers and their guests can enter via the priority queue before 12AM

Is Karaoke refundable?

If we are provided more than 48hrs notice via email – karaoke is fully refundable:

hello@infernos.co.uk



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Is fancy dress permitted?

Yes! And actively encouraged

Is there a dress code?

Ripped jeans, leisure wear, head wear and inappropriate footwear are not permitted

Can I get in without ID?

NO ID – NO ENTRY.

Original Photo ID only

Can I come alone?

We do not permit single entry to help ensure the safety of all our guests

Is there a cloakroom?

YES

Is the queue long?

Yes – at peak times (11:30PM– 1AM) the queue can be long, but it is very fast moving

What sort of music is it?

Pop/retro/cheese and PARTAY. All the classics on the best dancefloor in SW London

If I am not allowed in – can I get a refund?

Our Management reserve right of entry in all situations. Should you not be permitted entry we do not allow refunds, but please email hello@infernoco.uk in extenuating circumstances

I had my picture taken on the night. How can I get a copy?

Download our [app](#) and hit up the gallery

I have a venue hire enquiry/want to book a BIG party – who should I contact?

privatehire@infernoco.uk

Have an unlisted questions? Email manager@infernoco.uk