

Frequently Asked Questions

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1. What can I expect from a Casino Night?

Essentially the room will contain several gaming tables that are found in a traditional casino and will include Roulette and Blackjack.

If you are new to these games the professional croupiers will guide you through the rules.

Although this can be intimidating for some, it will be a relaxed atmosphere that everyone can enjoy from a first timer to someone who has attended a casino before.

It is our aim to promote a friendly and relaxed atmosphere that everyone can enjoy, have a few drinks and let's start the Christmas celebrations early!

2. What is the format of the evening?

6.45pm	Doors open
6.45pm	Check in, collect starter chips, welcome drink and have your photo taken!
7.30pm	Games Start
7.30pm	Additional chip sales open
8.00pm	Buffet Opens
10.00pm	Buffet Closes
10.00pm	Additional chip sales close
10.30pm	Games finish
11.00pm	Winner is announced
12.00am	Bar Closes

3. Who can attend this event?

This is an adults only event. Anyone under the age of 18 will not be allowed entry.

If anyone attends the event and they appear to be under 18, we reserve the right to ask for ID, we will only accept documents that have a photo.

4. Is there a dress code?

Yes, we would like people to attend dressed smartly or if you prefer black tie and posh frocks. We kindly request no jeans or trainers.

5. What do I do if I run out of chips?

This is not a problem, we have a facility where additional chips can be purchased in denominations of £5, £10 or £20.

Purchases can be made using cash or card.

6. Is there a prize for the winner?

Yes. There will be prizes for the house winner and runner up. These will be displayed at the venue on arrival.

7. What happens if more than one person has the same number of chips?

In the event of a tie break, there will be an additional game(s) until we have an overall winner.

8. How much are my chips worth?

The chips have a theoretical value for the purpose of playing the games.

9. Do my chips have a cash in value?

No. The chips cannot be exchanged for cash.

10. How / when will I get my Ticket?

An Order Acknowledgement will be to confirm we have received your purchase instructions and will be sent to the email address of the person booking.

Once we have confirmation of cleared funds you will receive a follow up Order Confirmation (please note this could take up to 3 working days), this will be your proof of purchase.

11. When I try to purchase tickets, it says sold out?

If you receive this message, the ticket allocation is fully allotted.

If this is the case, please **contact us** and we will create a register of interest and contact you if tickets become available.

12. Why do you need dietary information?

We are aware that people have allergies, intolerances to certain foods / food groups.

As such we do need to collate certain information to ensure that the food provided at the event is safe for everyone to eat.

13. If I cannot attend, can I get a refund?

In normal circumstances the tickets purchased are not refundable or transferable. However, in exceptional circumstances this could be possible within the terms of our events, cancellation and refunds policy.

For more information please **contact us**

14. Are photos available to buy?

Yes. More information on purchasing pictures will be available on the night.

15. Where is the money going?

Harborough District Scouts are a registered charity (521764).

All proceeds from this event will go towards the District International Trip to Kandersteg in Switzerland in August 2025.

16. What data will be collected and how will it be used?

Any data collected by our online system will be used by the event organisers to grant you entry to the event.

We use sum up as our card merchant.

Information on dietary requirements will be anonymised and only the number of people will be disclosed to the venue.

By providing your email address you are giving us permission to contact you with your confirmation of purchase and any additional information that may be needed regarding this specific event only.

Your data will not be shared with any third parties.

Any data held will be destroyed at the end of the following calendar month after the conclusion of the event i.e. the 31st December 2024.

For further information please **contact us** and we will be happy to help.

Please note that this event is run by volunteers with other jobs and it may take a couple of days for us to get back to you.