



FAQ'S

Easy
tiger

WHERE CAN I FIND OUT WHAT BRUNCHES ARE ON?

Just click the “book brunch” button on the screen and that will take you to a list of our events. You can either search by date or venue. Alternatively, a list of all our events is displayed beneath the date picker if you’re not sure what brunch/event you’re after.

I WANT TO SPEAK TO SOMEONE BEFORE BUYING TICKETS. HOW DO I DO THIS?

If you head to the “book drinks” button, you’ll be directed to our enquiry form. Choose your venue of choice, the date you’re after and then select “brunch” as your option. Fill in your details on the form and a member of the team will be in touch ASAP to discuss your requirements. Please note that the “brunch” option will only display on dates where we have events scheduled, this will not show as an option if there are no scheduled events that day or if the event is already sold out.

DO YOU OFFER REFUNDS IF I CAN NO LONGER MAKE THE EVENT?

Unfortunately we are unable to offer refunds on any payments made. If you are no longer able to attend but the rest of your group can, we can issue them a credit to put towards their tab. Alternatively, on occasion, we can move your ticket to an alternative date, subject to availability. To discuss your options, please respond directly to your order confirmation email.

DO YOU OFFER NON-ALCOHOLIC TICKET OPTIONS?

Due to the high volume of entertainment in our brunches and this being a huge factor in the ticket cost, we are unable to offer discounted tickets for non-drinkers as tickets are priced by space, not by package. Please rest-assured that any non-drinkers would have the option to enjoy non-alcoholic Prosecco or mock-tails so they can still join in with the fun

HOW FAR IN ADVANCE DO YOU LIST BRUNCHES?

We're constantly looking at ways of improving our brunches, bringing you the best in class and the most fabulous on-trend entertainment. We usually release our events 3 months in advance, but this may vary throughout the year. The best way to keep up to date on the release of new days is by signing up to our newsletter.

WHAT'S INCLUDED ON THE BRUNCH MENU?

You can check out what’s included on the menu (food & drink) by heading to menus > brunch menu

LOST BOOKING CONFIRMATION?

If you purchased a brunch ticket, your confirmation will have the subject line: Tonight Josephine Order Complete. Try searching this in your email inbox



FAQ'S

Easy
tiger

I'M HAVING TROUBLE REACHING THE VENUE OVER THE PHONE. CAN YOU HELP?

Tonight Josephine receives thousands of calls and online enquiries a day. Our team will always do their best to get back to you ASAP, but on occasion you may experience longer delays. The quickest way to receive a response is by submitting an online enquiry via the "book drinks" button. We ask that once you have submitted your enquiry, you avoid reaching out via alternative methods such as duplicate booking enquiries or Facebook & Instagram DM's as this will only cause further delays as a result of increased enquiries.

I NEED TO MAKE AN AMENDMENT TO MY BOOKING. HOW DO I DO THIS?

Looking to make an amendment to your booking? The quickest way to do this is to reply to your booking confirmation email and one of our amazing sales team will be in touch to help you and let you know what options you have. Our brunches have limited capacities and sell out fast. If an event is already sold out and you want to add more people to your booking it is unlikely that we will be able to fulfil this request.

CAN I STAY AFTER BRUNCH HAS FINISHED?

We always love to continue the party! If we have no further scheduled brunches on the day of your booking, after your event has finished, you would always be more than welcome to stay. Please note that we book our tables out for the evening after our brunches, so whilst we encourage you to stay, you may be asked to leave your table if it has been booked.

DO YOU OFFER NHS DISCOUNTS ON YOUR BRUNCHES?

Unfortunately we are unable to offer NHS discounts on any of our brunches/ticketed events. We do offer blue-light discount throughout the week outside of our events though, further details can be found on our website chat bot.

CAN WE SWAP THE DRINKS OFFERINGS?

To ensure everyone's drinks are kept topped up throughout our brunches the team can only provide the selection stated to manage logistics on the day. If you wish to purchase anything else on the day you are more than welcome to do so at the bar. We also offer an extra to our brunch package which is a cocktail bolt-on where we offer 2 cocktails for £15, this can be done at the purchase check-out.

DO WE HAVE TO PURCHASE OUR TICKETS TOGETHER TO BE SAT TOGETHER?

It is extremely helpful if you can purchase your tickets all together, however if this isn't possible, please make sure you make a note of the lead bookers name so that the bookings team can seat you all together.

IF I HAVE AN ALLERGY OR INTOLERANCE. WHO SHOULD I TELL?

Please respond to your bookings confirmation email or email your specific venue (see above) prior to your booking to make sure that the team are aware of any allergies or intolerances you may have, as a refund will not be issued if we cannot accommodate your requests on the day. As we are a cocktail bar and not a restaurant, please note that due to the size of our kitchen we cannot guarantee zero cross-contamination when preparing your food.