

FAQ'S

HOW DO I BOOK A TABLE?

To book a table with us, you will need to submit a booking enquiry via the 'Book Now' tab on the website or by emailing bookings@lunasprings.co.uk

HOW LONG UNTIL MY TABLE IS CONFIRMED?

We aim to confirm all bookings within 24 hours, but this can take up to 48 hours in busy periods. Please rest-assured, you will receive a response soon!

ARE YOU AN 18+ VENUE?

We are currently operating as an 18+ venue but this decision is constantly under review. Please ensure you bring a valid ID. If this were to change, we would be sure to inform our guests.

DO YOU ACCEPT WALK INS?

We do highly recommend prebooking, especially during busy periods, such as weekends, as this guarantees you a table, however, if there is still capacity on arrival, we will try our best to seat you, subject to ID and bag checks.

ARE YOU WHEELCHAIR ACCESSIBLE?

Yes! Luna Springs is a fully accessible venue with plenty of space to accommodate wheelchair users. We also have a disabled toilet on site. If you are a wheelchair user and are looking to book with us, please add a note when enquiring so that we can ensure we allocate the most suitable table.

WHAT BOOKING OPTIONS DO YOU HAVE AT LUNA SPRINGS?

During busy periods and certain time slots we sometimes require prepayment of a package to secure your table. Our bookings team will be sure to make you aware of this should this be the case. At quieter times we may accept card authorisations to secure your booking.

ARE YOU PET FRIENDLY?

Due to the nature of the venue, we are unable to accommodate pets! We do love animals though so feel free to submit your pics!

CARD AUTHORISATIONS – AVAILABLE FOR OFF-PEAK DATES/TIMES

£10pp charged if do not show up for your booking or fail to cancel within 72 hours.

Table only.

SOCIAL PACKAGE – ANY DAY

£30pp Sun–Thu & £35pp Fridays & Saturdays

1 hour of bottomless Prosecco, Beer, Pornstar Martinis & Espresso Martinis

LUNA LATES – AVAILABLE ANY DAY FROM 9PM

£20pp 2 Delicious Luna Cocktails or 3 House Beers.

PLEASE NOTE BOTTOMLESS PACKAGES ARE NOT AVAILABLE AFTER 9PM

WHY HAS MY BOOKING BEEN CANCELLED?

Before contacting us to enquire about your booking being cancelled, please cross-check your booking references. It is likely that you have submitted multiple enquiries and that a duplicate booking of yours has been shut down rather than your confirmed booking being cancelled.

WHY IS THE TIME OF MY BOOKING DIFFERENT TO THE ONE I REQUESTED?

Please note, if you request a time slot that is unavailable, our bookings team may update this to the closest available slot. They may also edit your package if your desired package is unavailable. Please ensure you are checking the timings on your booking before making payment.

ARE YOU SHELTERED FROM THE RAIN?

Our venue is a mixture of covered and open space. We have a pergola installed that will act as a roof to up to 300 guests. Seating allocations are not guaranteed to be in one area or another, however, if there is adverse weather forecast and you are in an area that would be subject to rain, we would email you with your options in advance.

WHAT MUSIC DO YOU PLAY?

Luna Springs is set to be one of the #1 venues for live music in Birmingham. We will play host to a mixture of live bands/artists and DJs, playing a range including pop, indie and disco. The vibes will always be electric!

DO YOU SERVE FOOD?

We sure do! We would never let our lunatics go hungry. We will be launching with our mouth-watering Happy Patty burger menu and over the course of the year will be introducing a wide range of street food options with tastes from around the globe.

WHAT'S THE DRESS CODE?

Smart casual

BOTTOMLESS BRUNCH FAQ'S

HOW LONG IS BRUNCH?

Brunch is 3 hours long depending on the day. Your bottomless Prosecco/Beer will be served during the first 1 hours - after that, you are welcome to order from our standard drink's menu.

WHAT DRINKS ARE INCLUDED?

1 hour of bottomless Prosecco.

WHAT IF I DON'T DRINK?

We appreciate that some guests will be non-drinkers, however, tickets are priced by space allocation, so we aren't able to offer a discount for non-drinkers. You are welcome to enjoy bottomless Alcohol-Free Prosecco, so you can still join in the fun.

DO I HAVE TO PAY FOR BRUNCH UP FRONT?

Yes! Brunch is a ticketed event so you will need to purchase a ticket to secure a table.

CAN PROSECCO BE SWAPPED FOR AN ALTERNATIVE?

We don't offer an alternative to Prosecco for brunch as our servers need to be able to walk around the venue and top everyone up knowing that they are on the same package. We recommend ordering a jug of peach or orange juice if you'd like to turn your Prosecco into Mimosas or Bellinis.

HOW CAN WE ENSURE OUR GROUP ARE SAT TOGETHER?

If you are booking as a group, it is extremely helpful for you to all purchase tickets together. If you're not able to do this, please ensure you all provide the SAME 'lead bookers' name at checkout when asked so our team know that you are together.

WHAT'S ON THE MENU?

CHEEKY CHEESE

Beef patty served on a brioche bun with beef tomato, lettuce, red onion, cheddar cheese, pickles and ketchup with skinny fries. (GF Option Available)

CLUCK YOU

Breadcrumbs chicken goujons served on a brioche bun, beef tomato, lettuce, ketchup, mayo and American cheese with skinny fries. (GF Option Available)

PIG MAC

Pulled Pork served on a brioche bun with BBQ sauce and a side of crunchy slaw with skinny fries. (GF Option Available)

MOVING MOUNTAINS

Moving Mountains vegan patty served on a vegan brioche bun, with tomato, red onion, lettuce, ketchup or mayo with skinny fries. (VG)

ALL SERVED WITH DELICIOUS SKINNY FRIES