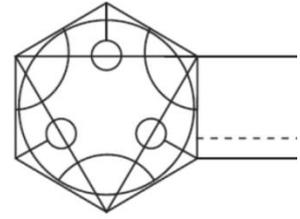


THE ALCHEMIST

♣ GASTROPUB ♣



FAQ's

How does it work?

Purchase the Beer Card at the bar, approach the Beer Wall, insert the card into the slot under the screen, pull the tap and pour your own drink. The money for the drink of choice will be automatically debited from the card

How do I pay for the drinks?

You purchase the Beer Card at the bar and use the card as cash

Where do I get the card from?

You can purchase the card at the bar

What do I do with the card?

You take the card to the Beer Wall and insert it into the slot card reader under the screen and the tap will be realised to pour the drink

How much does it cost?

The costs of the beer will be displayed above each of the taps per 500 ml or 150 ml depending on the drink. So you can pour as little and as much as you like.

Each card costs 5z and then you can top up the amount of credit you would like.

Can I top up my card online?

Unfortunately we do not currently have this service available.

Where can I check my card balance?

Simply put your card into any of the card slots above the taps and your balance will be displayed.

Can I use my card another time?

Sure. Your card is valid for a total of 6 months from the last use so feel free to come as many times as you like and use the card. If you do not have enough credit please top up at the bar

Can my friends use my card?

Anyone can use your card just as long as you are responsible for it and are over 18. We cannot accept refunds if you lose your card

How long does the credit last for on the card?

6 months from when you last used the card, meaning insert it into the card reading slot to pour a drink or top up at the bar. Every use automatically extends the card for another 6 months. So you can come back as see us as many times as you like.

Can I pay for the drink with the Beer Card at the bar?

Unfortunately, the card is to be redeemed at the Beer Wall only.

Can I get my deposit back?

Unfortunately the deposit is not refundable. Once you purchase the card it is yours to keep. This is great because you can use it next time you are here.

Can I get any remaining credit back when I leave?

Sorry we are unable to refund any remaining credit. Once you place credit it must stay on the card however you are free to use it another time you are here.

If I lose my card can I get a refund on the credit left?

Sorry we are unable to refund any credit let on the card. Please ensure you are careful and do not lose the card. We wouldn't want you to miss out on using the beer wall.

What if I can't pour my own drink?

Not a problem. Come and see one of the staff and they can demonstrate to you how to use it. It's very simple and easy to do so after one go you will be an expert!

Do you change the beers and prosecco or can I request a different type of beer?

We will be looking into the future to introduce different types of beers / prosecco however if you have a specific beer you would like to see on the wall please let us know and we can look into it.

Can I use the card for purchasing food?

We are sorry but the card can only be used at the Beer Wall.

Can I buy the prepaid card as a gift for a friend of colleague?

Most definitely!! Please see the bar staff and they can organise a card with the amount you want to gift. Also remember these cards are only for guests who are over 18 and when the card is activated at the bar before first use, the new card holder might be IDed.