

# BOOKING CONDITIONS



We operate a 15 minute grace period on all bookings. In the event you are late and we are not made aware, your booking will be marked as a 'no show' and your table may be reallocated. If you arrive after this time we may not be able to honour your booking.

When making a booking, your table will be booked based on the size of your party, in either our heated courtyard or one of our two dining rooms. Whilst we do try our best to accommodate specific requests, due to the volume of bookings we receive we are not always able to guarantee tables in specific areas or of a larger size than allocated.

The largest table available on a Weekend (Friday & Saturday\*) is 8 people. We are unable to move tables or split larger groups over multiple tables during these times. The largest table in our courtyard is 6 people at any time.

We are dog friendly in our courtyard area, please ensure this is mentioned upon booking so we are able to ensure the correct table is allocated to you.

When making group or party booking, you may be spread over multiple larger tables in the same area due to the space available. A private dining room is only available to bookings over 22 people.

## SERVICE CHARGE

A discretionary 10% service charge is included on all bills up to 11 guests. A mandatory 10% service charge is included on all bills of 12 guests and over. 100% of this is shared amongst the team that prepared and served your meal.

## BOOKING FEES

For tables of between 8 and 11 guests, we require a booking fee of £100 before we are able to confirm your booking. This is required within 48 hours of the provisional booking. For tables of 12 and over we require a booking fee of £150. The booking fee is redeemable on the evening. In the event that your table size decreases and we are not made aware, management reserve the right to retain £15 per no show.

## PARTY BOOKINGS

In addition to a booking fee, tables of 12 and over a required to submit a pre-order from our LARGE PARTY MENU 2 days before you are due to dine with us. Once this has been received we may be unable to make any amendments to the food choices. Please inform us of any changes in your party size as soon as possible.

## DECORATIONS

Whilst we are unable to provide decorations for tables we are happy for these to be dropped off ready on the day of your booking and we will have these on the table for your arrival. Decorations are limited to balloons and table toppers. We are unable to accept any decorations that contain confetti or foil table sprinkle and may not be able to use banners depending on your table allocation.

## CHALLENGE 25 & REFUSAL OF SERVICE

We operate a strict challenge 25 policy. If you are asked for ID and unable to provide a legally recognised ID we are obligated to refuse service. We do not accept Student ID or photos of IDs. We politely ask you to respect other diners in the restaurant during your visit. Any behaviour towards staff or other guests deemed as rude, discriminatory, abusive or disrespectful will not be tolerated and may result in all members of your party being asked to leave.

## TABLE TIMES

We allow the following times at your table, during our busy periods (after 17:00 and all day Friday & Saturday, we please ask you respect the below timings)

Tables of up to 2 guests	1 Hour 45 Minutes
Tables of up to 4 guests	2 Hours
Tables of up to 6 guests	2 Hours 15 Minutes
Tables of over 7 guests	2 Hours 45 Minutes

\*\*This limit may be extended to and reduced on certain days throughout the year including but not limited to bank holidays, special occasion days (Valentines, Mothers Day etc and York Race Days)

Our Set Menu is not available after 17:00 on Friday or Saturday Evenings. This restriction may also be extended to the above restrictions

