



ATE O'CLOCK

RESTAURANT & BISTRO

ALLERGENS & INTOLERANCES

Please inform us/your server of any allergies or dietary requirements you may have either prior to dining with us or upon arrival.

YOUR TABLE

We operate a 15minute grace period. In the event you are more than 15 minutes late and, we have not been made aware of this, your table will can be marked as a 'NO SHOW' and reallocated to another booking.

When making a booking, tables are automatically allocated based on table size. Your table may be allocated in one of our dining rooms or, our covered courtyard area. We are unable to guarantee tables of a larger size, tables in specific areas or specific tables. We will try our best to accommodate specific requests where possible.

The largest booking/table size available on Fridays & Saturdays is 8 people. We are unable to move tables or split bookings over multiple tables to accommodate anything larger.

Our largest courtyard table is 6 people.

Your email confirmation will state what time your table is booked until. We please ask that these times are respected to allow for later bookings.

If you would like to bring your dog with you, please ensure this is noted on your booking or you contact us directly to ensure the correct table allocation. If we are unaware, you are bringing a dog and, we have no suitable tables available we may have to cancel or reschedule your booking upon arrival.

Please note, we do not accept booking just for drinks. In the event you have booked for drinks only we will reallocate your booking to our bar Social8, availability depending.

LATENESS

If you are going to be late to your booking, please inform us at the earliest opportunity. We operate a 15 minute grace period. After this time we reserve the right to cancel your booking and, reallocate your table.

CHALLENGE 25 & REFUSAL OF SERVICE

We operate a strict Challenge 25 policy. In the event you are requested to provide ID and are unable to provide a legally recognized in date form mentioned below:

(PASSPORT/DRIVERS/PROVISIONAL LICENCE/EU CARD/ MILITARY ID CARD) we are legally obligated to refuse the service of all age restricted products.

Student Cards & Photos on ID are not legally recognized and therefore not accepted.

We promote responsible drinking and will refuse service to guests who appear intoxicated. Management will not tolerate poor behaviour towards staff or other guests and you will be asked to leave if your party do not respect these rules. We politely remind guests to consider other diners in the restaurant.



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CELEBRATING WITH US?

Whether its a birthday, an anniversary, a graduation or a new job, we would love to celebrate with you to! Click modify booking and let us know in the comments. Whilst we are unable to supply decorations we are happy for these to be dropped off prior to the booking. Please note we **do not allow** confetti (loose or confetti balloons), table foil or wall banners.

BOOKING FEES & CARD DETAIL HOLD

Tables of 9+ are required to pay a booking fee of £50 to secure the table. This is **REFUNDED** back to the card holder through our booking system. We are unable to redeem this from the final bill. In the event you arrive with less guests and, we are not made aware of this change, we reserve the right to withhold £15pp that does not attend.

For certain occasions/days during the year, we will require the entry of card details to secure your booking. In the event you do not show for your booking or, you cancel within 6 hours of your booking, we reserve the right to charge £15pp for the loss of table. Payment/Card Details must be received at least 10 days before your booking or by 22:00 on the day of making the booking if your booking is within a 9 day period. If payment is not received your booking will automatically be cancelled at this point.

SERVICE CHARGE

An **OPTIONAL** 10% is included in the final total of your bill (FOOD & DRINK). 100% of this is shared amongst the staff that served you. We are more than happy to remove this if requested before payment is taken. For tables of 12+ guests a **MANDATORY** 10% service charge is included in the final total of your bill (FOOD & DRINK)

LARGE TABLES

For tables over 8 people, we are unable to provide individual bills or, take individual payments on a pay as you go basis. A final table bill will be provided at the end of the meal, with all food and drink included. We are only able to provide individual card receipts, once the share of the bill has been calculated.

Tables of 12+ are required to pre-order from our **GROUP BOOKING MENU** 72 hours before dining with us. A minimum of 2 COURSES must be ordered by each guest. A 1 COURSE option is not available.