

# BOOKING CONDITIONS

## ALLERGIES & DIETARY REQUIREMENTS

Please inform us/your server of any allergies or dietary requirements there may be in your party either prior to dining or upon arrival.

## CARD DETAIL ENTRY & DEPOSITS

For tables of 5 to 7 guests, we require the entry of card details to secure your booking.

For tables of 8 and over, we require a Booking Fee of £50 to secure your booking.

Card entry and booking fees must be received **AT LEAST** 10 days prior to your booking or, by 21:59 if your booking is within a 9-day period. If this is not submitted within the timeframe, your booking will be automatically cancelled and may be reallocated to another party.

## CANCELLATION POLICY

We ask all diners to ensure any cancellations are made at least 6 hours prior to dining with us. Cancellations made within the 6-hour window of your booking may be subject to a charge of £15 per person, charged to the card on file, entered when making your reservation

## ARRIVAL

Please arrive as close to your booking time as possible. We will always try to seat your party early if bookings allow, but this may not always be possible.

If you are going to be late for your booking, please let us know at the earliest opportunity so we can plan accordingly.

## DRESS CODE

Please note we operate a **SMART CASUAL** dress code. Fancy dress is not permitted

## LATENESS

We operate a 15-minute grace period. If you have not arrived for your booking and, we have not received prior notice of lateness, we reserve the right to cancel your booking and, reallocate your table. Cancellations due to lateness/ no show may be subject to a £15pp charge to your card on file.

## YOUR TABLE

Upon booking, your booking confirmation will inform you of your booking duration and, the time your table is required to be vacated. We kindly ask all guests to stick to these timings to allow other guests to enjoy dining with us.

Your table is allocated based on the size of your booking to one of our four dining areas. Whilst we will always endeavor to accommodate guest requests, we are unable to guarantee tables of a larger size than required, tables in specific areas or a specific table.

## SERVICE CHARGE

Tables of 1 - 11 inclusive:

An **OPTIONAL** 10% service charge is included in the total of your bill (FOOD & DRINK) 100% of this is shared amongst the staff working on the day you dine.

We are more than happy to remove this prior to payment being taken if requested.

For tables of 12 and over:

A **MANDATORY** 10% service charge is included in the total of your bill (FOOD & DRINK) 100% of this is shared amongst the staff working on the day you dine.

## 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, we are legally obligated to refuse the service of all age restricted products.

PASSPORT

DRIVERS/PROVISIONAL LICENCE

EU CARD

MILITARY ID CARD

***Student Cards & Photos of 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.

## CELEBRATING WITH US & DECORATIONS

Whether you are celebrating a birthday, anniversary, graduation or new job, we would love to celebrate with you to! Let us know what the occasion is in the comments section when making a booking.

Whilst we are unable to provide decorations, we are happy for these to be received before your booking and, we will have these ready for your arrival. Decorations are limited to table height balloons, table toppers and banners we can lay across the table.

We **DO NOT** allow confetti, table foil, wall banners or Hen Party 'paraphernalia'

## LARGE TABLES

Tables of 12 guests and over are required to submit their preorder at least 48 hours before their booking date, using the preorder submission form in the confirmation email.