

Customer policy

1. The restaurant's continued viability relies on table reservations being honoured by our guests, and adequate notice being given of any changes or cancellations.
2. We understand that it's not always possible to know an exact time when you are out walking and will be wanting a pit stop. At busy times, we will do our best to accommodate walk-ins where possible. However, reservations are always highly recommended to avoid any disappointment. We are unable to take any responsibility should we be unable to accommodate a walk-in guest without a prior reservation.
3. **Large walking groups:** We are unable to accommodate **large walking groups or large groups of 8 or more** (including children) without a prior reservation and a pre-order, we apologise for any inconvenience this may cause.
4. **Table reservations:** We are a family run business with limited staff and we may be unable to get to the phone to take bookings especially during service times. Therefore, all reservations are welcome via our online reservation platform on WIX. just follow the link on our website to book a table, you will be prompted to pay £5 per person deposit to secure your table. please refer to **point 6 of our cancellation policy**.
5. **Telephone reservations:** For guests that do not wish to use our table reservation platform, we also accept reservation requests by telephone or email, as with all table reservations these same terms apply. When booking over the phone an email address and telephone number will be required to finalise the booking. An email link will be sent so that you can pay your deposit. The reservation will be confirmed on receipt of your payment.
6. **Cancellation policy:** Should you need to make any changes to a reservation Or cancel your reservation, Please refer to **point 7 of our Booking Policy**. A refund will be processed including a cancellation charge of 10% and will be deducted from the total paid to secure your table. When a reservation has been cancelled later there will be no refund made. We rely on accurate information being provided at the time of booking including the total number of guests, we reserve the right to cancel a reservation should information provided, found to be inaccurate, where the cancellation charge of 10% will apply.
7. **Booking policy:** We require a minimum of **24 hours notice** and a minimum of **48 hours notice** for larger group of 8 or more.
8. **Birthday cakes:** Where special care will be made to ensure birthday cakes are looked after by our staff. Unfortunately we are unable to take any responsibility for any damages made to birthday cakes left at our venue by customers.
9. **Kitchen orders:** We require all orders to be placed in one single transaction so that your meals can be prepared in one serving. Any guest wishing to order and pay separately run the risk of their meals being delivered to the table individually, this applies to all guests including guests that have booked in advance. All orders are prioritised per order ticket. We have a limit on ticket orders that are sent to the kitchen and should we accept your table for food and your party start to order individually resulting in a delay between orders, we may not be able to fulfil the remainder of the table where other guests have also started to order and the kitchen becomes too busy.
10. Deposits will need to be paid within **24 hours** to secure your table. We are able to hold your table for **15 minutes** from the time of your reservation and request that if you are running late, that you contact us to confirm that you still want your table, please refer to **point 6 of our cancellation policy**, this also applies to no shows.
11. **Large group reservation:** We kindly request that larger groups do not reserve multiple tables when using our online booking platform as tables are allocated based on the number of diners per reservation. We are not able to seat diners together when reserving multiple tables online and we are not able to serve meals to multiple tables in one sitting without a **large group reservation**. As part of our **cancellation policy**, we reserve the right to cancel any reservations that have been made for larger groups reserving multiple tables under different names or under the same name. We also kindly request that one person whom is organising the gathering to be the main point of contact in all communications, this will remove any confusion when finalising your reservation, this applies to all reservations regardless of the size. Please refer to **point 7 of our booking policy** if you are planning to dine later than your reservation time so that we can plan our kitchen accordingly. We will aim to get your meals out together, there may be a few minutes delay in between dishes leaving the kitchen due to limited space in our kitchen. However, we will try our best to keep this delay to a minimum dependant on what is ordered.
12. **Pre-orders:** Any guests accepting the wrong meal on the day and resulting in additional meals needing to be prepared, will be charged for. This also includes any last minutes changes once meals have already been specifically bought in or already prepared.
13. **Same day reservations:** We are sorry however, we may be unable to accept the same day reservations, we can get extremely busy during peak and we may not be available on the day to reserve a table. There is a **3-hour** cut off window with all online reservations. Tables are given to guests on a first come first served basis once we have gone into service for small groups of diners. Should we be able to take a call during service times, we will help where we can. However, we do recommend reserving tables in advance with a minimum of one full day notice to avoid any disappointment as we may be unable to answer your call during service times.
14. **Late arrivals:** Should a guest arrive late and its past our cut off for food, we may be unable to accommodate your reservation. A service charge of **20%** may be charged where guests are late and the kitchen opening times have been extended to accommodate your reservation.
15. **All reservations:** If you have booked a table for a set time and should you wish to have a few drinks before ordering your meal, please specify this on your booking form, telephone call or email, so that we are able to accommodate our other guests that are booked in with us.
16. **Service Charges:** We charge a standard **10%** service charge on all tables and this money is passed on to all staff, This is not compulsory and should you feel that our standards have not been met, please notify your server where this charge will be removed.
17. **Deduction of deposit from your bill:** Your final bill is required to be paid in one single transaction where possible. The customer is required to remind their server to deduct the total deposit from the total cost of the meals on the day and we can remove the full deposit from the bill. Refunds of any deposits processed after the final bill has been paid is subject to an admin charge of 10%. Should a customer require to pay separately between the group then an additional charge of **10%** may be added to the bill to cover additional admin charges, as this is a timely process.
18. **Food Service:** We will aim to get your meals out together, there may be a few minutes delay in between dishes leaving the kitchen due to limited space in our kitchen. However, we will try our best to keep this delay to a minimum dependant on what is ordered. Please note that any guests accepting the wrong meal on the day and resulting in additional meals needing to be prepared, will be charged for. This also includes any last minute's changes once meals have already been specifically bought in or already prepared.
19. **Changes to numbers in your party:** Should you wish to change the number of diners that wish to dine then we do request this is received **within the set time frame** outlined above and in advance prior to your reservation, so that we can ensure we are able to allocate adequate seating for your party.
20. If your party requires more space than a standard seating allocation, then please let us know **within the set time frame of** your reservation so that we can ensure that you are comfortable on your visit. **EG pushchairs, dogs, wheelchairs or any other reason.**
21. **Corporate company guests:** We require all customers including business customers to follow our **customer policy**. We reserve the right to charge a an admin fee for any guests when using a company debit or credit card. This will be confirmed at the time of taking payment if this applies.
22. **We are doggie friendly.** However, for the comfort of all our guests we do request that all dogs are well behaved and kept on a lead and off our furniture at all times.
23. **Special Dietary Requirements:** We request that if guests have any allergies or **Special Dietary Requirements**, that you please specify this on the booking form, email or telephone so that we can record this information on our booking platform. Whilst we will do our absolute best to cater for all allergies we cannot guarantee any traces in our dishes. For nut allergies please specify the severity and if this is airborne so that all nuts can be removed from sale whilst you are on the premises. We reserve the right to update this policy without further notice.
24. **Due to ever growing allergies,** only food or drinks purchased from our premises maybe consumed in our venue. This applies to both reservations and walk-ins. We take no responsibility for guests that are visiting us without a prior reservation with severe allergies and **we operate a zero tolerance on anyone consuming their own food or drinks** that have not been purchased from our venue, refusal to follow our policy will result in guests being asked to leave the premises.
25. **Corkage charges are per bottle opened on site:** We charge £10 for all still wines, regular sparkling wine or champagne.
26. **Customer feedback:** We take all customer feedback seriously and we understand that guest's taste is subjective, as part of our policy any food that is ordered and delivered to the table and a guest is not 100% satisfied with the meal, guests will be offered a refund or replacement meal of the same value. Unfortunately, we are unable to provide refunds on meals ordered when plates have been cleared by the guest.
27. **Damages caused to our property:** We want all guests to feel at home however we do kindly request that all guests respect our property and policies. Any damages caused by guests through carelessness or lack of respect will be prosecuted.