

## Customer policy

The restaurant's continued viability relies on table reservations being honoured by our guests, and adequate notice being given of any changes or cancellations.

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.

**Large walking groups:** We are unable to accommodate large walking groups of 15 or more without a prior reservation and a pre-order, we apologise for any inconvenience this may cause.

**During peak times especially** weekends, school holidays & national holidays, we may request a small deposit of £5 per person to secure your table. We will let you know at the time of booking if this is required.

**Table Reservations:** Our preferred method when reserving a table is by using our table reservation platform as sometimes, we are unable to get to the phone especially during service times. To reserve a table for a set time using our reservation platform, just follow the link on our website, on receiving your reservation request, we will reply to confirm your reservation and advise you should a small deposit be required to secure your booking.

**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 terms apply.

**Reservations with no deposit:** We are able to hold your table for **15 minutes** from the time of your reservation and kindly request that if you are running late, that you contact us to confirm you still want your table. After this time your table will be allocated to another guest. **24 hours'** notice is required should you wish to change or cancel your reservation. A mobile number will be added to your reservation confirmation email should you need to change or cancel your reservation.

**Reservations with a deposit:** Deposits will need to be paid within **24 hours** to secure your table. We are able to hold your table for **30 minutes** from the time of your reservation and request that if you are running late, that you contact us to confirm you still want your table. **24 hours'** notice is required should you wish to change or cancel your reservation.

**No shows:** Once the deadline outlined above has been exceeded and no communication has been made, should we be unable to resell your table then we will be unable to provide a refund on your deposit.

**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 and a **5-hour** cut off on weekends 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 available 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 you call during service times.

**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.

**Large Group Reservation:** A small deposit of £5 per person will be required to secure your table, we will plan our kitchen to accommodate your party so that we can accommodate our other guests that have booked in with us. 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 let us know **72 hours** in advance 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. 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 minutes changes once meals have already been specifically bought in or already prepared. For **Large Group Reservation** all deposits are fully refundable when cancelled with a minimum **72 hours'** notice prior to your reservation date. Please let us know within **72 hours** of your reservation date, if you are planning to dine later so that we can plan our kitchen accordingly.

**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.

**Service Charges:** We reserve the right to charge a up to **20%** service charge on all **Large Group Reservations**, this is to cover additional admin work, collating pre-orders, additional staff for service and the closure of the kitchen to accommodate your party.

**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. Should a customer require to pay separately between the group then an additional charge of **20%** may be added to the bill to cover additional admin charges.

**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.

**Cancellations:** Should you wish to cancel your reservation, the deposit is fully refundable when cancelled **within the set time frame** outlined above. By making a table reservation you are reserving your table for a set time which will be confirmed at the time of booking and you are agreeing to our cancellation policy.

**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.

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.**

**Corporate Company Guests:** We require all customers including business customers to follow our **customer policy**. We reserve the right to charge a transaction 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.

**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.

**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.

**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.

**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.