

## FESTIVE SEASON TERMS & CONDITIONS

The below Terms & Conditions will apply to your booking. Let us know if you have any questions or concerns.

### DEPOSITS & PAYMENTS

To confirm the Festive Menu, we require a minimum deposit of £10 per person.

This secures the booking and is redeemable against your bill on the day of your event. Deposits can be paid by BACS or card by phone, or in person at the venue.

**Any booking which has not been confirmed by deposits paid after 14 days of any provisional booking will be released without further notification.**

### PAYMENT

We regret that multi payment on the day of your booking is not acceptable for one party booking. We can only accept one method of payment per party group, and this is the responsibility of the party organiser to collect all monies owed. We regret that should your party size decrease in numbers, payments (including deposits) are nonrefundable and non-transferable and cannot be offset against food or drinks.

### CANCELLATIONS

Sometimes things don't always go to plan, and we understand this. However, if you do need to cancel with us, we would appreciate it if you let us know as soon as possible. If you have paid a deposit, unfortunately we are unable to offer a refund or transfer of any deposit payments if the cancellation is within 48 hours.

### PRE-ORDERS & MENU CHOICES

As Christmas is a very busy time, we need a full pre-order for all food bookings at least a week (7 days) before your booking, with names of the guests next to food choices. If you have made your booking less than 3 working days before the booking date, or if you have not submitted a pre-order within the time frames set out, we are unable to guarantee your menu choices, but will always do our best to accommodate them. Please let us know of any dietary requirements or allergies when you submit your food order so we can plan accordingly. If you need information on allergens, please ask and we will be happy to provide this information.