

Booking Process, Payment & Cancellation Policy

At The Black Urchin, every event is uniquely planned with care and attention to detail. To ensure a seamless experience for all our customers, we kindly ask you to review and follow our booking policy below:

1. Initial Inquiry & Consultation

Begin by reaching out via our website, email, or phone. We'll schedule a complimentary consultation to discuss your vision, dietary needs, preferred style, and event details.

2. Custom Menu Design

After our initial discussion, we'll create a tailored menu proposal. Up to two rounds of menu revisions are included prior to confirmation. Additional revisions can be accommodated after booking is secured.

3. Securing Your Date

To reserve your date and begin detailed preparations, a non-refundable deposit (typically 50% of the total fee, depending on event size and timing) is required. Due to high demand and the bespoke nature of our service, we cannot guarantee your date until the deposit has been received.

4. Once We Issue An Invoice

We can hold your date for 24 hours after sending the invoice. After that, it will be released to others if the deposit isn't received.

5. Final Confirmation & Payment

Your remaining balance is due [14] days prior to your event. For last-minute bookings (within 1 - 28 days), full payment is required at the time of booking.

6. Cancellations & Changes

Deposits are non-refundable, as significant planning and sourcing begin once your booking is confirmed. We may in some cases allow for the cancellation to be transferred to a later date. Changes to guest count or menu must be made at least [14] days before your event. We will always try to accommodate reasonable adjustments.

7. Payment Methods

We accept secure online payments (e.g., bank transfer, Wise or PayPal). Payment details will be provided with your invoice and transfer fees are at the customer.

8. Service Guarantee

Your event is important to us. We pride ourselves on professionalism, reliability, and delivering exceptional experiences. Should you have any questions or special requests, please contact us directly.

9. If We Cancel

In the very rare event that we must cancel your booking, we will provide as much advance notice as possible and, if required, assist you in sourcing a suitable replacement. You will receive a full refund of any payments made, which will be processed within 7 to 14 days of cancellation. You may also opt for the refund value to be used as credit or transferred as a gift coupon. Your satisfaction and peace of mind are our top priority.

Why We Require Deposits

A non-refundable deposit is essential for us to secure your booking and begin planning your experience. Each event involves significant time and dedication, from researching and designing custom menus to sourcing premium, often specialty, ingredients and organizing logistics. Your deposit allows us to commit these resources with confidence and ensures your date is reserved exclusively for you. Thank you for understanding and supporting the care and professionalism that goes into every Black Urchin experience.

We look forward to welcoming you to The Black Urchin experience.