

# Booking & Cancellation Policy Dining

- To secure a booking we require to authenticate your card for £10pp
- Authentication accepted via credit, debit card and must be completed at the time of booking.
- Cancellations made with less than 48 hours' notice are liable for full payment of deposit/ us to redeem the £10pp from the card authentication. This is non refundable.
- If you cancel your dining reservation more than 48 hours ahead of the dining date & time, we would not take the £10pp from your card
- If your party drops in size on the date of dining, and you have not let us know we would need to redeem the £10 for that person from the authentication

## Events

- An event is confirmed when we receive your first payment - this is non refundable, as at this point we then turn away other people wanting to book this date
- All other payments and choices are needed 1 month before your event. (6 weeks for a wedding)
- Any cancellation less than 1 month before, you would be liable for the whole amount
- Any reduction to numbers less than 1 month before would still be charged the whole amount
- Any additions to numbers should be made within 3 weeks of your event and will be subject to availability

## Christmas

- To secure a booking we require £10pp this will be taken off your bill on the day of your party
- This £10pp is non refundable if you cancel or reduce numbers
- We then require your pre order as soon as possible, but at the latest 6 weeks before your booking
- Any cancellation or reduction to numbers less than 48hours before would need to pay for the full meal
- any additions to numbers one or two is generally ok up until a couple of days before, large additions we would need 3 weeks minimum notice