

BOOKINGS POLICY

Pre-authentication

Card authentication may be required for larger bookings, to secure your booking. No charge will be made in advance. Failure to arrive or cancel within 24 hours / 7 days depending on number of guests on the day booking date may incur a per person charge, as specified during the booking journey.

Deposits

Semi-private hires and full venue hires may require deposit to be paid to secure booking alongside contract signed.

If your booking is cancelled with more than 14 days (for semi-private areas) and 28 days (for full venue hires) notice, in writing deposit will be refunded.

Cancellations within 14 days / 28 days * will result in forfeiture of the deposit and all payments made up until cancellation.

**Between 19/11 and 24/12, this will increase to 6 weeks for full venue hires.*

Pre-payments

Pre-payments of food, drink or miscellaneous may be necessary for large party bookings, area/venue buyouts, or events. This will be required to be paid in full 7 days prior to the event date. If the booking is cancelled with more than 7 days notice, the payment may be moved to a new date within 30 days, subject to availability. Cancellations within 7 days will result in forfeiture of the payment.

Pre-orders

Where a pre-order is required, all food and drink must be finalised 7 days prior to the event date. Some bookings will be required to pay in full at this point, or earlier dependant on the booking type.

Refunds

Where deposit or pre-payment refunds are approved, they may take up to 28 working days to process.

Booking Confirmation

To secure a booking, one, or a combination of the above payment types, may be required. If this is not received within 14 working days from the request date, the booking may be cancelled.

Cancellations by venue

The venue reserves the right to cancel a booking at any time and will give fair notice to the main booking contact where possible. In these instances, bookings will be offered alternative arrangements or refunds if deemed necessary.

General Terms

Dress Code: Guests must be appropriately dressed. The venue may refuse entry to inappropriately dressed guests.

Running Late: We will hold a table for 15 minutes before releasing it. Please contact the venue if you are running late.

Access and Vacate: Booking times specified on your confirmation email must be adhered to.

Contract Use

For certain bookings, we may require a contract to be used. The terms of the contract will differ from the above policies, and the contract terms will take precedence over this policy.