



Booking Terms & Conditions

You can book a table with us either through our website booking system or by calling the restaurant. The time slot you have chosen for the booking is when the table is available for you to be seated, so please arrive promptly.

Should you be delayed, please contact us immediately to ensure we hold the table for you. Should you not arrive within 30minutes of your booking time, we reserve the right to release the table without further notice.

Cancellation Policy:

We will now require card details to secure an online booking. Customer card details will be securely held by our PCI Compliant Payment Gateway. We now require this as a security measure against loss of business, unfortunately, the rise in the amount of no-show customers failing to honour bookings in recent years has left us to take this precautionary measure. We require three hours' notice of booking cancellation and 48 hours for a party of above 8.

Your card will NOT be charged unless you fail to honour the three hours' notice period or fail to honour your booking. Failure to comply with our cancellation policy may result in a cover charge of £20 per guest being charged to the booking card. We request that you notify the restaurant of any changes to booking time or number of guests at your earliest convenience to avoid booking charges.

Thank you for your co-operation.

The Crab House Team.