



### **Reservation Terms**

You can book a table with us 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 get in touch with us immediately to ensure we hold the table for you. Should you not arrive within 30 minutes of your booking time, we reserve the right to release the table without further notice.

The duty manager will allocate tables on the day of service; we will do our best to honour any requests for tables, but we cannot guarantee this. If you have booked an outside table with us, unfortunately, we may not be able to relocate you to a covered table on the day. If you wish to amend your booking to an inside table, don't hesitate to contact us before your booking reservation, and we will do our best to amend the booking for you.

We require card details to secure a reservation. Our PCI-Compliant payment gateway will securely hold customer card details. We need this as a security measure against loss of business due to the rise in no-show customers failing to honour bookings in recent years. No money is charged to the card at the point of booking, and this is not a deposit.

### **Cancellation Policy:**

We require 3 hours' notice of cancellation for your reservation, and 48 hours for a party of above 8. Your card will ONLY be charged if you fail to honour the 3-hour notice period. Failure to comply with our cancellation policy will result in a cover charge of £20 per guest being charged to the booking card. We ask that you notify the restaurant team of any amendments to reservation time of guests at your earliest convenience to avoid booking charges.

Stripe is our payment partner and is 100% PCI and GDPR compliant. This means that card details stored are fully protected. Stripe does not store the full card details within its system, so that they can never be accessed in full in any scenario for extra protection.