Terms & Conditions / Festive Menu Terms & Conditions / Events & Functions

MAKING YOUR BOOKING

Dear Guest,

A £10 non-refundable deposit (Depending on Function Or Event Hire Package) per person (including children) is required within 7 days of making your booking. The remaining full payment can be settled on the day of your booking. Methods of payments accepted are cash, debit & credit card, bank transfer & business cheques; please note we cannot accept individual cheques. All bookings must be settled through the organiser of the event and not individually.

FINAL NUMBERS & PRE-ORDERS
Final numbers and pre-orders must be confirmed with us at least 14 days before your booking.

SPECIAL DIETARY REQUIREMENTS
Any special diets should be requested and received with pre-orders. Please note this is a set menu and we are only able to offer an alternative option if this is a dietary requirement and we are unable to amend any of the set dishes to match the requirements.

REFUNDS AND CANCELLATIONS
All monies paid in advance are strictly non-refundable. Party organisers are requested to inform everyone within their party of this policy. All prices are inclusive of VAT. Should your party size decrease in numbers, any payments (including deposits) can only be offset against any food and beverage strictly at the managers discretion. The company reserves the right to cancel any booking if the deposit or final payment has not been made within the time frames above.

FORCE MAJEURE : Except where otherwise expressly stated in these conditions, the venue will not have any liability where the performance or prompt performance of our respective contractual obligations is prevented or affected by or you otherwise suffer any damage or loss of any description as a result of "force majeure". In these conditions, "force majeure" means any event which the hotel could not, even with all due care, foresee or avoid. Such events may include war or threat of war, riot, civil strife, actual or threatened terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather conditions, fire, pandemics and all similar events outside the venues control.

If we are unable to provide our usual service over the festive period due a pandemic, your deposit will remain non-refundable. However, you will be able to use this deposit towards food and drink at any of our venues within a 3 month period after our service resumes.

BAR TABS
Should a party organiser require an account to be set up for bar charges then this may be organised by prior arrangement only. We are unable to run any individual tabs in the bar on Fridays & Saturday or other busy periods.

SEATING ARRANGEMENTS
Requests for special seating arrangements must be given no later than 2 weeks prior to your event. We cannot guarantee that specific seating arrangements will be met, however, we will try our best to accommodate all requests.

TABLE DECORATIONS & THEMING
All tables in the restaurant will have a Christmas decoration and a mini cracker provided. No further theming can be undertaken by the party organiser. Please note that the use of paper confetti on the tables is strictly not allowed, with no exceptions.

CONDUCT AND BEHAVIOUR
The behaviour of the party guests is the responsibility of the party organiser, and the venue or restaurant reserves the right to refuse service to any guest who acts in an inappropriate manner. Such guests may be asked to to leave the venue to ensure the enjoyment of all party guests, without a refund of monies. The party organiser will be responsible for any loss or damage caused to the venue. As we are located within a residential area, we ask that all guests leave the building quietly.