

# Deposit Terms & Conditions

Before diving into the nitty gritty, we feel it's important to explain why we take deposits and why we may sometimes have to hold onto them when reservations are cancelled.

We don't like having to do it, but we need to keep our doors open, and when people cancel last minute it's likely we have turned other reservations away. So, we hold onto that £10 or £20 (or full deposit) to cover the loss of revenue.

We would never ask the reason for cancelling your table, room or that one guest.

And now for the nitty gritty part....

## **For Private Room reservations or reservations for 9+ guests (wed-Sun): £20 pp**

- When cancelling individual people: We require 24hrs notice of cancellation to be able to refund their deposit.
- When cancelling entire bookings: We require 48hrs notice to be able to gain back the full deposit.
- How we refund deposits if entitled to it: Either redeemed off the bill or refunded via our back-office system (this can take up to 2 weeks to reappear in your account)
- Deposits must be paid in one lump sum.
- We do not require deposits for children.
- We do not accept cash or cheques for payment of deposits.
- If you need to cancel the entire booking but re-book for a future date, then the deposit can only be redeemed once the booking has been honoured. If cancelling between the date its amended and the new date the deposit will not be refunded.

## **For Sunday Roast reservations under 9 guests: £10 pp**

- If you fail to show to your reservation with no notice or cancel on the day then we do not refund the deposit.
- We will hold onto £10 for each guest the booking has reduced by with no notice. Example: If you have booked for 4 guests, paid £40 but arrive as 2, then only £20 will be redeemed off the bill.
- How we refund deposits if entitled to it: Either redeemed off the bill or refunded via our back-office system (this can take up to 2 weeks to reappear in your account)
- Deposits must be paid in one lump sum.
- We do not require deposits for children.
- We do not accept cash or cheques for payment of deposits.
- If you need to cancel the booking but re-book for a future date, then the deposit can only be redeemed once the booking has been honoured. If cancelling between the date its amended and the new date the deposit will not be refunded.