

## Deposit Terms & Conditions

### **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, Stripe (this can take up to 2 weeks to reappear in your account)
- Please note all deposits refunded via Stripe will be subject to a small processing fee implemented by them, not us. Unless refunded via a PDQ machine or off the bill we cannot avoid this fee
- 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, or any reservation of 7-8 guests midweek: £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, Stripe (this can take up to 2 weeks to reappear in your account)
- Please note all deposits refunded via Stripe will be subject to a small processing fee implemented by them, not us. Unless refunded via a PDQ machine or off the bill we cannot avoid this fee
- Deposits must be paid in one lump sum.
- We do not require deposits for children.
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- 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.