

On The Waterfront Party Bookings – Terms and Conditions 2017

Overview:

- For any parties of over 20 people we ask for a deposit of £10 per adult and £5 per child (under 12 years old) to secure the booking.
- We also require a pre-order of your meal choices together with the deposit.
- Deposits are non-refundable, but are deducted from your bill at the end of your meal.
- If a person in your party cancels within a week of your booking, their deposit will be forfeited.

Deposits:

- In order to confirm your booking, On The Waterfront requires a non-refundable deposit of £10 per adult and £5 per child under the age of 12.
- Your booking will be held provisionally for a week from when you make the booking. If we have received no deposit or correspondence from you after that time your booking will be cancelled.
- If you book your table within a week of the date you are joining us, then your deposit will be due immediately.

Confirming Numbers:

- You must keep us informed of any changes to the number of people in your group as soon as possible, whether your numbers go up or down. Sometimes it won't be possible to increase numbers due to other bookings, but we will always do our best to accommodate you. We recommend provisionally booking for the largest number of people you expect to come.
- If you confirm your numbers with us more than a week before your booking date, the full deposit will be taken off your bill as normal.
- If you do not keep us informed of any cancellations, or you have a cancellation within a week of your booking, then that person's deposit will be forfeited. We would rather not do this, so please keep us informed of any changes to your booking to avoid any problems on the night.

How to pay your deposit:

- You can pay your deposit via cash, card, or BACs payment. Deposits must be paid in a lump sum and not individually.
- If paying by **cash**, please put it all in an envelope with your name, date & time of your booking, and the amount written **clearly** on the front.
- If paying by **card**, either pop in and speak to the manager on duty, or give us a call on 01392 210 590. There is usually someone in the office Tuesday-Saturday 9:30am-4:30pm, we recommend phoning during these hours.
- If paying by **BACs**, please send your payment to Waterfront Exeter Limited using the sort code: 56-00-49 and the account number: 32644124 at least 2 days before it is due. Please reference it as the name and date of your booking, and drop us an email when you have sent the payment over so we know to look out for it.
- Invoices and receipts can be provided on request. You will receive an email confirming your payment once it has been processed. Please use the email as proof of payment.

Pre-orders:

- We will also require a pre-order of your groups meal choices together with your deposit.
- If this will be difficult for your group, please contact us and we will see what we can do to help you.
- You can choose from our main menu or from our buffet menu. We do not allow mixing between these menus.
- Orders from our main menu should be submitted using our pre-order form. If you have difficulties using this, do let us know.
- Orders from our buffet menu do not need to be submitted on our form, however we will still need to know which courses you would like, and whether your party have any dietary requirements that we should be aware of.
- Our menus and pre-order form are available from our website, see www.waterfrontexeter.co.uk/menus and www.waterfrontexeter.co.uk/bookings (Within Pre-orders & Deposits section), or feel free to pop in and we'll be more than happy to give you a copy.

Reservations:

- Please be considerate of others that are dining in the same area as you. As the organiser, you are in charge of ensuring everyone is seated for your reserved time.
- Tables will only be held for a **maximum of 20 minutes** before being given away, so please be punctual as there may be other groups booked after you.
- If you want to request longer than the standard allocated time, please don't hesitate to get in touch. It might not be possible for us to meet your request, but we will try our best, and you can always retire to the bar area after your meal.

Cancellation policy:

- If you need to cancel your booking, please notify us as soon as possible, as another party might want the same date and time that you had for your booking.
- If you need to cancel your booking, and you give us more than a week's notice, your deposit will be refunded to you in On The Waterfront vouchers, so you can come back another time. If you cancel your table within a week of your booking we have the right to keep your deposit as forfeit. We hope that won't happen, so please contact us early to avoid disappointments.
- If we can reschedule your booking to another date we will honour your deposit, but all the above rules apply.

Damage:

- We want everyone to have fun but, as the party organiser, you are responsible for making sure all of the members of your party behave responsibly.
- If anyone in your party does break or damage anything, they will be asked to pay for it and we reserve the right to retain deposit monies to cover this.

By Signing Here, I agree to all Terms & Conditions as written above.

Signed:

Print Name:

Booking Date/Time:

Booking Reference: