



ON THE  
WATERFRONT  
**PARTY BOOKINGS**  
TERMS AND CONDITIONS 2018

Thank you for booking your table with us. We look forward to having you join us on the night. To keep everything running smoothly please read through the following terms and conditions of your booking.

By confirming your table with us, you are agreeing to these terms.

#### OVERVIEW:

- For any parties of 12 or more people we ask for a pre-order of your meal choices at least a week before your booking.
- For any parties of 20 or more people we ask for a deposit of £10 per adult and £5 per child (between 2 and 12 years old) to secure the booking.
- We may also ask for deposits for tables smaller than 20 people during exceptionally busy periods or on special occasions.
- Deposits are non-refundable, but are deducted from your bill at the end of your meal.
- For parties of 20+ a gratuity charge of 10% will be automatically added onto your bill unless you request this to be removed. All gratuities are put straight into the tip pot which are shared between all front of house and kitchen staff. We thank you for your generosity.
- If a person cancels within a week of your booking, their deposit will be forfeited.

#### PRE-ORDERS:

We have two menus available for party bookings, our main menu or our buffet menu. We use both seasonal and local ingredients and therefore both menus are subject to small changes and items may vary slightly on the night.

Your pre-order will be due at least a week before your booking. No amendments, except cancellations, will be accepted within 48 hours of the booking.

#### MAIN MENU

You are welcome to choose from our full main menu. We ask that each guest's order is provided next to their name on our online order form which you will receive a link to when your table is booked.

Keep an eye on the dietary notes on our menu, and please ask if you have any questions regarding allergies etc.

Please note everyone in your party needs to order from the same menu.

You can get some help with our online form [HERE](#)

#### BUFFET MENU

To keep things really easy you can order from our buffet menu instead! You just need to decide how many courses you would all like, and remember to let us know about any dietary requirements in your group.

We ask that gluten free or vegan guests provide us with their pizza topping of choice so we can cater for them properly.

Please note everyone in your party needs to order from the same menu.

You can get some help with our online form [HERE](#)

#### DEPOSITS & PAYMENTS:

- Deposits are required for any tables of 20 or more guests, this is to secure your booking. Occasionally during exceptionally busy periods we may also require a deposit for smaller bookings.
- We ask for £10 per adult, and £5 per child between 2-12 years old.
- This deposit will be due 7 days from the date you provisionally book your table – if we have not heard from you after this week then your booking will be cancelled. If you book within the week of your booking the deposit will be due immediately.
- If you have any difficulties regarding this please phone us on 01392 210 590 during our office hours (10-5pm, Tuesday – Saturday), or email [info@waterfrontexeter.co.uk](mailto:info@waterfrontexeter.co.uk) outside of these times.
- Deposits are non-refundable, must be paid in a lump sum, and will be removed from your bill at the end of the night.
- If a person cancels within 7 days of your booking, their deposit will be forfeited.



The best way to pay your deposit would be by card over the phone. You can phone us during office hours, 10am – 5pm Tuesday – Saturday to do this.



You can also pay by bank transfer. Please send your payment to Waterfront Exeter Limited using the sort code: 56-00-49 and the account number: 32644124 using your booking name and date as the payment reference.



It is also possible to pay your deposit in cash, but please note this will need to be brought in during our office hours so we have the time to go through it with you.

- If you would like to pay for your food in advance, please let us know and we will invoice you for the full payment which we would ask is paid to us 48 hours before your booking.
- Occasionally we can offer post-payment options where we invoice to be paid after your full bill is received. This will only be offered to customers who have requested it in advance of their booking and who have signed a post-payment agreement form. This bill must be paid within 7 days of the booking.
- For parties of 20+ a gratuity charge of 10% will be automatically added onto your bill unless you request this to be removed. All gratuities are put straight into the tip pot which are shared between all front of house and kitchen staff. We thank you for your generosity.

**TIMELINESS & RESPECT:**

- Please be considerate of others that are dining in the same area as you. We are a family friendly restaurant and so conversation needs to stay polite and respectful at all times. We reserve the right to refuse service to any guests who are rude to our staff or other customers.
- As the party organiser, you are responsible for ensuring everyone in your party has arrived and is seated for your reserved time.
- We aim to get your first course out to you within 20 minutes of your booked table time. If your party is late then your food may end up being colder or we will have to prioritise other bookings ahead of yours which can cause delays.
- We will hold tables for a maximum of 30 minutes before giving away your table – if you are running late please call us to let us know!
- We want everyone to have fun but as the party organiser you are responsible for making sure all the members of your party behave responsibly.
- If anyone in your party breaks or damages anything, they will be asked to pay for it and we reserve the right to retain deposit monies to cover this.

**CANCELLATION POLICY:**

- If you need to cancel your booking please notify us as soon as possible.
- If you 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 reserve the right to keep your deposit as forfeit. We hope this won't happen so please contact us early to avoid disappointment!
- If we can reschedule your booking to another date we will honour your deposit, but all the above terms apply.

**BY BOOKING MY TABLE, I AGREE TO ALL TERMS AND CONDITIONS AS WRITTEN ABOVE.**

Signed:

Print Name:

Booking Date & Time:

Booking Reference: