



# CHRISTMAS 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:

- We require a pre-order of your meal choices due to us on a date which will be confirmed with you on booking your table. This will be no later than six weeks in advance of your booking.
- We will then invoice for the full payment which will be due to us within two weeks. This payment secures your booking.
- If a person cancels within seven days of your booking then their food payment will be forfeit.

### PRE-ORDERS:

We have two Christmas menus for you to choose between, our set menu and our buffet menu. The whole party must order from the same menu.

Your pre-order will be due at a mutually arranged date, this will be no later than six weeks in advance of your booking. No amendments, except cancellations, will be accepted after the pre-order has been submitted to us.

Alternatively you are welcome to order from our main menu. Please ask if you would like to be provided with this.

### MAIN MENU

You can choose either two or three courses from our set menu. You can provide this to us either on our online order form, or as a paper copy from the back of our printed Christmas menu. You will receive a link to the online order form when your table is booked.

Make sure any allergies are noted clearly on your pre-order form.

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 like as a party. If you have any guests with allergies or dietary requirements please provide us with their name, allergy or requirement, and their individual choice of pizza topping so we can cater for them effectively.

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](#)

### ADVANCED PAYMENT:

- After we receive your pre-order we will issue you with an invoice for the full food payment which will be due to us no later than four weeks in advance of your booking. This payment secures your booking.
- If we do not receive your advance payment in time your booking will be cancelled
- If you book within the week of your booking you will be required to opt for our buffet menu and payment 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.
- Advance payments must be paid in a lump sum.
- For tables of 20 or more people a gratuity charge of 10% will automatically be added to your invoice unless you request this to be removed. All gratuities are shared between both front of house and kitchen staff; we thank you for your generosity.
- If a person cancels within seven days of your booking, their food payment will be forfeited.



The best way to pay your invoice 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 invoice 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.

- You are also welcome to pre-order selected drinks for the table, we offer 10% discount on these if we receive this pre-order alongside your food order.
- 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 seven days of the booking.

**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 payment 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 payment 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 payment, but all the above terms apply.

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

Signed:

Print Name: