



## PARTY BOOKINGS

### TERMS AND CONDITIONS 2024

Thank you very much for deciding to have a party booking with us, the following details the terms and conditions and what we require from you to ensure everything runs smoothly on your special night.

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

#### DEPOSITS:

In order to confirm your booking On The Waterfront requires deposits of **£10 per adult** and **£5 per child** (between the ages of 2-12). We require deposits on tables of **20 and over**.

Your booking will be held provisionally for 7 days from when you make the booking. If we have received no deposit or correspondence from you after that time of your booking, it 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.

On the night, the deposit will be taken off your bill and instructions on how to pay your deposit are further down.

#### CONFIRMING NUMBERS:

We are aware that when booking a party sometimes numbers can change, however, it is important to keep us informed as soon as possible.

Sometimes it will not be possible to increase the size of the party due to other bookings surrounding, nevertheless we will do our utmost to accommodate you. We recommend provisionally booking for the largest number of people you expect as it is easier to drop these numbers down.

If you confirm 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 of course would rather not do this, so please keep us informed as reasonably possible to avoid any problems.

#### PRE-ORDERS:

We require a pre-order on tables of over 12 at least **48 hours** before your booking.

If this will be difficult for your group, please contact us and we will see what we can do to help you.

Once your booking is made you will automatically be sent a link to provide your pre-order online where our full menu is available. We ask that each guest's name is provided next to their order.

Our menus are available on our website, see [www.waterfrontexeter.co.uk/menus](http://www.waterfrontexeter.co.uk/menus) or feel free to pop in and we'll be more than happy to give you a copy.

Please note your food will **not** be cooked until you all arrive, so we can check everyone is still coming and there will be no wastage made. If you would like us to have your food ready for when you sit down, you will be charged for all the foods which have been cooked.

If there are any **allergies** on the table it is incredibly important you let us know beforehand, our kitchen does contain certain allergen ingredients so although we do have a thorough clean down and procedure in place there is no guarantee that it is 100% safe. On arrival you will be asked to point out the guest(s) who have allergen requirements who will be given a name card, so all staff know which dish is theirs.

### 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 15 minutes** before being given away, so please be punctual as there may be other groups booked after you. Any lateness will be taken off the total time you are allowed on the table.

If you anticipate you are going to be late due to unforeseen circumstances, please let the restaurant know as soon as possible so we can try our best to accommodate you.

If you want to request longer than the standard allocated time, please don't hesitate to get in touch.

### 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 give us more than a week's notice, your deposit will be refunded to you. 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.

If your booking is cancelled due to new restrictions relating to COVID-19 we will first try to reschedule the booking, failing rescheduling we will then refund you your deposit in full.

### DAMAGES:

We want everyone to have fun, but as the 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.

### HOW TO PAY YOUR DEPOSIT:

You can pay your deposit in person with cash or card or by using our online system via an Invoice. 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 and time of your booking, and the amount written clearly on the front.

If paying by card, please pop in and speak to the manager on duty, we do not take deposits by card over the phone as it is not a secure method of payment.

If paying online, you will receive an invoice in your emails which will have a link to our online pay system. The invoice will have all details on and you will receive an email confirming your payment once it has been processed. Please use the email as proof of payment.

The deposit will be taken off your final bill as a lump sum and cannot be taken off individual orders. If you require your group to pay individually on the night, please let us know in advance.

Please be aware that on the night an optional service charge of 10% may be added to your bill, please let us know if you would prefer to take it off.

### CHALLENGE 25:

Our policy is not to allow anyone under the age of 18 to consume alcohol within our premises. We believe this is a responsible approach to protect children and our licensed premises in the sale of alcohol. For this reason, we run Challenge 25. This means that we ask anyone who looks under 25 for ID, and will only serve alcohol to those who can provide us with valid ID. We do not allow those without a valid ID to purchase or consume alcohol, even if they are with an adult and having a meal. We also hold a zero-tolerance approach to intimidation and harassment of our staff and will not hesitate to refuse alcohol or service to customers who act in this manner. Without this policy our staff and premises alcohol licence could be at risk, and so we thank you for your understanding.

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

Signed:

Print Name:

Booking Date & Time:

Booking Reference: