



ROOM HIRE

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 5-12). **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. Alternatively, you can prepay for the food instead of the deposit.

ROOM HIRE:

The Long Room is available to be hired out for numbers of 60 or more people, and a **£250 hire charge** will be added to bookings of 60 – 78 people. Any higher than this, than no hire charge is required.

If numbers drop to below 60, we can no longer guarantee exclusive use of the Long Room and there will be the possibility of other diners sharing the room with you.

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. With larger bookings and hiring out the Long Room, **numbers would need to be confirmed at least five weeks before the booking.**

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 two weeks' notice, your deposit / prepayment of the food will be refunded to you. If you cancel your table within two weeks of your booking, we have the right to keep your payment as **forfeit**. We hope that won't happen, so please contact us early to avoid disappointments. This applies to individual people cancelling as well; so if a few people cancel within two weeks of the booking date, their payment / deposit will still be **forfeited**. If we can reschedule your booking to another date, we will honour your deposit, but all the above rules apply.

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 choose to prepay for the food than the payment methods above still apply.

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: