



## TERMS & CONDITIONS

**1.1 DEPOSIT:** We reserve the right to request credit/debit card details to secure bookings or for deposit of £10 per person for any bookings. Please note the deposit will be deducted from the final bill.

**1.2 NO SHOW/CANCELLATION CHARGE:** Please note £10.00 per person fee will be applied for any no shows or for a cancellation within 7 days of the date booked. (Parties of 10 or more see also – Parties Terms 2.6)

**1.3 CHANGES TO EXISTING BOOKINGS:** Any change to a booking date will be treated as a cancellation of the existing booking, and normal booking cancellation terms will apply if the change is made within 7 days of the booking date. This will be treated as a new booking and will be dependent upon availability.

**1.4 DRESS CODE:** Smart casual (no sportswear or caps please)

**1.5 TABLE RELEASE POLICY:** To enable us to provide the best possible service, please arrange for your party to arrive for the time booked. If your complete party has not arrived within 15 minutes of the booking time your table may be released without refund of any deposits and or may incur no show charge.

**1.6 TABLE OCCUPANCY:** You may be restricted to a limit of 2 hours table occupancy, unless otherwise advised. You will, of course, be welcome to continue in the bar area after completing your meal.

**1.7 MENU OPTIONS & CHANGES:** We are proud of our extensive menu selection which you can view on our website before booking. Our dishes are cooked in the traditional way, and we are unable to modify authentic dishes on an individual basis as these changes would detract from our consistently high quality and service levels.

**1.8 SERVICE CHARGE:** 10% service charge applies to tables of 5 or more.

**HALAL/NON-HALAL:** We have been assured by our supplier that some of the chicken & lamb items on our current menu are halal, but we have not required detailed certification, nor do we use different utensils to non-halal items. Please ask your server before ordering. Please also note alcohol is served on the premises. Please decide whether to book at Lasan on this basis.



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### PARTIES OF 10 AND OVER

**2.1 DEPOSIT:** In order to confirm a booking a deposit of £10 per person is required for all parties of 10 and over. Please contact us on 0121 212 3664 with credit/debit card. Deposit will be deducted from the final bill.

**2.2 MENU CHOICE:** To permit us to organise the party efficiently, we request all parties of 10 or above to choose one set menu for the whole party; special dietary needs can be catered for separately.

**2.3 BANQUET MENU:** All items on banquet menu are presented across the table, so that all guests are able to share and taste each and every dish. All you have to do is specify which menu you would like and whether you want two, three or four courses.

Our menu selection may change without notice, in such case or if a particular fresh produce is unavailable on the day, a suitable alternative will be offered.

If you have any special dietary requirements or would like to adapt any of the menu items please feel free to contact us.

The choice of menu and any special requests will need to be provided 36 hours in advance of your meal.

**2.4 NUMBER OF GUESTS:** All parties must indicate a guaranteed number (at least 48 hours in advance) of guests attending the function, on the basis of which they will be charged for the meal.

**2.5 SEATING:** Please note – we will endeavour to seat large parties together in our restaurant, however, due to the design of our restaurant, this may not always be possible.

**2.6 CANCELLATION AND REFUNDS:** A complete **cancellation** with less than 14 days notice of a party reservation will result in the deposit of £10 per person not being refunded.

Failure to advise us of a **shortfall** in numbers any later than 48 hours before the date of the reservation will incur a charge of £20 per person or full rate of the agreed set meal price (whichever is greater).

No refund of deposits can be made if guest numbers are reduced by 20% or more with less than 14 days notice.

Any credit/debit card refunds will be subject to £2.00 or 2% transaction charge (whichever is greater).

**2.7 EMERGENCY CANCELLATION OF BOOKINGS:** After bookings have been accepted, including those with payment of a deposit, we reserve the right to cancel in the event of temporary closure because of premises refurbishment or any emergency or event outside our control. Any deposits will be refunded in full, without any liability for associated costs that may have been incurred.

WE RESERVE THE RIGHT TO MAKE CHANGES TO ANY TERMS AND CONDITIONS WITHOUT NOTICE.

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