

BOOKINGS TERMS AND CONDITIONS:

NO-SHOW/CANCELLATION CHARGE: You may be required to provide your credit card details to secure your reservation. Please note that your card will only be charged at £10 per person in the unlikely event of a no-show.

CHANGES TO EXISTING BOOKINGS: Any change made 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.

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

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 party in its entirety has not arrived within 15 minutes of the booking time, your table may be released without refund of any deposits and/or may incur a no-show charge.

TABLE OCCUPANCY: During busy periods we may need to put a limit of 2 hours on table occupancy. We'll advise you if this need arises and you will, of course, be welcome to continue your enjoyment in the bar area after finishing your meal.

MENU OPTIONS & CHANGES: As our dishes are authentic and cooked in the traditional way, we're unable to modify them on an individual basis as such changes would detract from the consistently high quality of food and service.

SERVICE CHARGE: A 10% discretionary service charge will be applied to tables of 5 or more.

PARTIES OF 10 AND OVER

DEPOSIT: In order to confirm a booking, a deposit of £10 per person is required, so please contact us on 0121 212 3664 with a credit/debit card to hand. Any deposits paid will naturally be deducted from the final bill.

MENU CHOICE: To enable us to organise your party efficiently, we recommend all parties above 10 choose one set menu for the whole party. Special dietary needs can be catered for separately.

BANQUET MENU: All items on the 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 the number of courses. Please be aware that where bookings are made far in advance, available menus and prices may have changed. Of course, you'll be able to access these menus nearer the time either on our website or by request.

Our menu selection may change without notice. In such case, or if a particular fresh produce item 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.

NUMBER OF GUESTS: All parties must indicate a guaranteed number (at least 48 hours in advance) of guests attending. It is on this basis that they will be charged for the meal.

SEATING: We will endeavour to seat large parties together. However, this may not always be possible due to the restaurant's design.

CANCELLATION AND REFUNDS: A complete cancellation with less than 7 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 the day 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). If any reduction in the number of guests advised before this is significant (more than 20%), no refund of deposits can be made. Any credit/debit card refunds will be subject to a £2.00 or 2% transaction charge (whichever is greater).

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 due to 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.