

FESTIVE SEASON TERMS & CONDITIONS

The below Terms & Conditions will apply to your booking. Let us know if you have any questions or concerns.

DEPOSITS & PAYMENTS

To confirm a Festive Menu or Festive Sharing Board booking, we require a minimum deposit of £10 per person. For Christmas Day bookings, we require a minimum deposit of £25 per person.

This secures the booking and is redeemable against your bill on the day of your event. Deposits can be paid by BACS or card via a secure online payment link, or in person at the venue. Any bookings which have not been confirmed after 14 days will be released without further notification.

For functions, events and large table bookings full payment for your drinks and meal is payable before the booking date, or on the day if agreed with the venue prior to the booking.

PAYMENT

We regret that multi payment on the day of your booking is not acceptable for one party booking. We can only accept one method of payment per party group, and this is the responsibility of the party organiser to collect all monies owed. We regret that should your party size decrease in numbers, payments (including deposits) are non-refundable and non-transferable and cannot be offset against food, drinks or accommodation.

CANCELLATIONS

Sometimes things don't always go to plan, and we understand this. However, if you do need to cancel with us, we would appreciate it if you let us know as soon as possible. If you have paid a deposit, unfortunately we are unable to offer a refund or transfer of any deposit payments - we will claim this money if the cancellation is made less than one week prior to your booking.

PRE-ORDERS & MENU CHOICES

As Christmas is a very busy time, we need a full pre-order for all food bookings at least a week (7 days) before your booking, with names of the guests next to food choices. If you have made your booking less than 3 working days before the booking date, or if you have not submitted a pre-order within the time frames set out, we are unable to guarantee your menu choices, but will always do our best to accommodate them.

We will send you a link to place and manage the pre-orders for you and your guests. Please let us know of any dietary requirements or allergies when you submit your food order so we can plan accordingly. If you need information on allergens, please ask and we will be happy to provide this information.

Please note, all Christmas Day bookings are excluded from the Butcombe Wednesday twenty-five percent discount.

SERVICE CHARGE

Please note that a discretionary 10% service charge may be applied to your bill.

ENTERTAINMENT

In the event that we have contracted entertainment we have done so in good faith and will not be held responsible for any changes beyond our control, this includes any act of God or crisis situation.