

## **Butcombe Group – Mother’s Day Booking Terms & Conditions**

### **Deposits**

A £10.00 deposit per person is required to secure all Mother’s Day bookings (regardless of age).

Please note: your booking is only confirmed once the deposit has been received.

### **Cancellations & Refunds**

All cancellations must be made in writing at least 3 days prior to your booking date and time to receive a refund of any deposit paid.

- Cancellations made more than 3 days in advance: deposits will be refunded in full
- Cancellations made within 3 days of the booking date/time: deposits will be forfeited and are non-refundable
- No-shows: deposits will be forfeited and are non-refundable

### **Changes to Guest Numbers**

If your party size reduces within 3 days of your booking date/time, deposits paid for the reduced guests may be forfeited.

### **Seating Time, Table Duration & Late Arrivals**

Your seating time and table duration will be outlined in your confirmation details.

To ensure we can accommodate all guests on the day:

- Tables will be held for 15 minutes from your booking time
- Arrivals later than 15 minutes may result in your table being released, and we may be unable to accommodate the booking

### **Dietary Requirements & Allergens**

Please advise us of any dietary requirements or allergies in advance, so the team can best support your visit.

While we take care in preparation, we cannot guarantee an allergen-free environment.

### **How to Cancel in Writing**

To cancel your booking in writing, please either:

- Reply to your booking confirmation email, or
- Email the venue/reservations team directly via the contact details provided on your confirmation

Please include your booking name, date/time, and party size.

## **Liberation Group – Mother’s Day Booking Terms & Conditions**

### **Deposits**

A £10.00 deposit per person is required to secure all Mother’s Day bookings (regardless of age).

Please note: your booking is only confirmed once the deposit has been received.

### **Cancellations & Refunds**

Cancellations must be submitted in writing at least 3 days prior to your booking date and time to receive a refund of any deposits paid.

- Cancellations made more than 3 days in advance: deposits will be refunded in full
- Cancellations made within 3 days of the booking date/time: deposits will be forfeited and are non-refundable
- No-shows: deposits will be forfeited and are non-refundable

### **Changes to Guest Numbers**

If your party size reduces within 3 days of your booking date/time, deposits paid for the reduced guests may be forfeited.

### **Seating Time, Table Duration & Late Arrivals**

Your seating time and table duration will be outlined in your confirmation details.

To allow us to manage the service fairly for all guests:

- Tables will be held for 15 minutes from your booking time
- Arrivals later than 15 minutes may result in your table being released, and we may be unable to accommodate the booking

### **Dietary Requirements & Allergens**

Please let us know of any dietary requirements or allergies in advance.

Whilst we take great care, we cannot guarantee an allergen-free environment.

### **How to Cancel in Writing**

To cancel in writing, please either:

- Reply to your booking confirmation email, or
- Email the venue/reservations team using the contact details provided within your confirmation

Please include your booking name, date/time, and party size.