GROUPS & TABLE BOOKINGS POLICY

We operate as a cashless venue. We accept card payments including American Express as well as Apple Pay and Google Pay.

If you are late for your reservation, please notify us by replying to your booking confirmation email.

We will always try to accommodate seated bookings on as few tables as possible, but we may need to split your party across multiple tables. We will always try to seat your party as close together, however, this cannot always be guaranteed.

If guest numbers increase please let us know as soon as possible so we can confirm if we are able to accommodate additional numbers based on the availability of your booking date.

Please refer to our cancellation policy regarding reduction of group numbers.

Our venues are also available for private hire meaning some spaces may be out of use to the public during your visit.

We reserve the right to refuse or eject any guests who appear intoxicated, behaving inappropriately or dressed inappropriately. Right of admission is reserved and no refund or compensation will be given.

On rare occasions, we may need to move or amend your booking and will work closely with you to find the best solution.

In the event we need to cancel your booking you will receive a full refund where applicable.

PAYMENTS & CANCELLATIONS

We take full payment at the point of booking.

Please note any unused spend for any bookings is non refundable and non transferable beyond the booking date.

If there is a reduction in numbers for your party any extra payments will go towards the bill.

All payments are non refundable, but are transferable if written notice is given not less than 7 days before the event.

If written notice is given less than 7 days payments are non transferable. Any transferable payments need to be used within 3 months and in the same financial year of the original booking date.

Please note that all bookings must be cancelled in writing by email, simply reply to your booking confirmation email.

AGE POLICY

Under 16's are permitted on site when accompanied by a responsible adult. After 5pm on Fridays and Saturdays we are an over 18's venue only.

We run a strict Challenge 25 policy, so if you're lucky enough to look under 25, you will be asked to provide proof of age to show you are over 18. We accept passports, ID photo and UK driving licences.

MENUS

Our traders & menus are seasonal and change throughout the year. This may affect availability. Please check our <u>FOOD & DRINK PAGE</u> for the most up to date information.

VENUE & PRIVATE HIRE

Please see your booking contract for venue/private hire T&C's

CONTACT US

If you have any special requests or wish to speak to a member of our team, please send an email to bookings@betweenthebridges.co.uk

Please let us know how you enjoy your visit at Between The Bridges on our <u>Facebook</u> page and <u>Instagram</u> profile.

To keep up with our upcoming events, please visit our website