

# Bridge Room Terms & Conditions

## SECURING YOUR BOOKING

- We are delighted to provisionally hold a booking date for you; however should we receive another enquiry during this time we would ask for immediate confirmation by paying the deposit, or we may release the date due to popular demand.
- To secure a booking we ask for a £500 initial deposit which is payable via a payment link. By paying the deposit you agree to the minimum spend quoted in the booking email.

## DEPOSIT & BOOKING TERMS

- Your booking is only confirmed once we have received your £500 deposit, which will be fully refunded back on to the payment card within 24hrs after the booking (subject to the booking terms being met).
- If you need to cancel, the deposit is fully refundable up to 28 days prior to your booking date. Any later than this and we're afraid it becomes non-refundable.
- A further deposit making up half of your minimum spend is payable 14 days ahead of your booking (i.e. if you have a £3000 minimum spend your pre-payment amount will be £1000; 50% of £3000, minus your £500 deposit). This will be redeemed against your final bill, or can be wholly or partially refunded once your bill is settled, your minimum spend has been met and there are no outstanding monies due.
- Should the minimum spend not be reached, the outstanding balance must be settled on the day as a room hire fee. Your deposit may be used to settle this.
- You are welcome to bring decorations including flowers, freestanding balloons and candles (confetti and glitter is not permitted and a cleaning fee of £50 will be charged if either are brought). In the event the walls or ANY paintwork is damaged due to negligence, we may withhold your deposit to pay for repair.

## GUEST NUMBERS & PRE-ORDERING

- Any pre-orders are required at least 10 days ahead of your booking. Should you cancel your booking within 7 days of the booking date, only 50% of your pre-order value can be refunded.
- If you are pre-ordering any food, please confirm final guest numbers at least 5 days before your booking date. Please note that this will be the final number charged to your bill.
- Please advise us if your guests have any special dietary requirements prior to ordering.

## SERVICE CHARGE

- For group and event bookings we add a 12.5% service charge to your final food and drinks bill. By the end of your event we are sure you'll agree our staff deserve it (it is split between all staff), and if not, please do let us know why.

## SPECIAL REQUESTS

- Do let us know if you have any particular requests no matter how farfetched and we will always do our best to accommodate them.