



## **RESTAURANT TERMS AND CONDITIONS**

### **Our Dining T&C's**

**Booking Allocation:** We allocate a maximum seating time of 2 hours for parties of up to 4 persons, 2.5 hours for parties of up to 6 persons and 3 hours for parties of 7+ persons.

If you are running late, please advise us accordingly. We will hold your table for 15 minutes from your booking time before cancelling your reservation.

**Dietary requirements:** Any dietary requirements should be confirmed by customers to the restaurant in advance of the reservation date. These should also be communicated with your server on the day. Our Allergen Guide can be found on our website.

Any food and drink that has not been prepared by our staff on the premises is not permitted at on site at any Grumpy Mole restaurant– except for Birthday cakes and baby food but these items should be approved prior to reservation. We forfeit any liability for items which are not prepared on our premises.

**Availability:** We have a limited number of tables within the bar area for drinking prior to your booking and would advise that you arrive at your scheduled time.

We are unable to reserve tables for drinks. All tables operate on a walk-in basis if space is available at the time.

If you are bringing along your furry friend, please contact the restaurant directly as we have limited tables in our bar area where we can accommodate dogs.

**Service Refusal:** It is the responsibility of the customer to maintain respectful conduct towards staff and other patrons at all times. Disruptive behaviour, harassment, or actions that compromise the safety and comfort of others will not be tolerated and violations of these Terms may result in service refusal, short- or long-term suspension, or legal action. We reserve the right to take appropriate measures to protect our interests and those of our patrons.

**Damages & Losses:** We are not responsible for personal property damage or loss while on our premises. Please keep your belongings secure.

### **Challenge25**

Whilst we welcome children and young adults of all ages into our establishments, we do operate Challenge25 whereby any person attempting to purchase alcohol, for the purposes of consumption by them or somebody else, may be asked to produce photo ID containing their birth date. Without the necessary documentation they will be refused the sale of alcohol.

### **Payment information**



**Deposits:** A deposit may be required for parties of 10+, to reserve a private area or on a special calendar day in order to fully confirm and secure a reservation.

The deposit is payable within 48 hours from the point the reservation is made. If payment has not been received within 48 hours, we reserve the right to cancel your reservation.

The deposit will be deducted from your bill on the day and is non-refundable if cancellation is made less than 2 weeks before the reservation date.

The full deposit amount paid will be forfeited if numbers reduce from the initial number agreed, without prior notice. This communication must be verbally in person, by telephone or in the event a customer is unable to reach us this way, then via email directly to the restaurant.

**Payments:** Full and final payment of goods/service received is due on the day of reservation and at site. Advance payments cannot be taken, nor can we keep bills open for payment after the event has taken place.

Final bill receipts are to be presented at the end of a reservation and with all guests present. Separate payments at the bar or away from the main table are not permitted unless the whole payment is being received. This is to avoid miscommunication between party members and inaccurate payments being processed.

We cannot separate and/or create an itemised bill for individual attendees on the day. Guests can pay on separate cards to an advised amount but are responsible of the workings out and dividing of the total table bill accordingly.

**Service Charge:** A 10% service charge may be added to the bill of parties 10+. If a customer is unwilling to pay the service charge, the duty manager must be made aware of the reasons as to why the customer would like it removed.

### **Modification**

We reserve the right to modify these Terms at any time. Significant changes will be communicated through our website or direct communication.