

# Deposits and Bookings Policy

## ALL GROUP BOOKINGS OF 8 OR MORE GUESTS:

Bookings for **LUNCH** from Monday to Saturday require a £5 per person deposit to secure the booking.

Group for **DINNER** or for **SUNDAY LUNCH** require a £10 per person deposit to secure the booking.

Children are included in the party numbers.

All numbers must be confirmed and deposits paid a minimum of 7 days prior to the reservation unless otherwise agreed or the reservation may be cancelled.

**Provisional Bookings** - All bookings remain provisional until the full deposit is paid. We will hold a booking for a minimum of 48 hours. At any point after 48 hours whilst your booking is still provisional, should we receive a second request for the same date/time as your provisional booking, we reserve the right to release your table to the second party.

**Special Events** - In the case of Special Events e.g. Guest Chef Dinners, the deposit amount and the date by which we would require the deposit is advertised on individual event information.

For Christmas period bookings (1<sup>st</sup> - 31<sup>st</sup> December inclusive) we reserve the right to request payment at the time of booking or before the 7 day minimum payment deadline, unless otherwise agreed.

**Deposit Payment**- Payment in pounds sterling can be paid via credit or debit card, or in cash. For all information regarding invoices please contact us on 0121 308 0765 between the hours of 10am and 6pm on weekdays, or email [mail@butlersarms.co.uk](mailto:mail@butlersarms.co.uk)

**Deposit Redemption** - Deposits can either be deducted from the bill at the end of your meal, or refunded directly back onto the debit or credit card with which the original deposit was made. We can only refund deposits in cash if the original deposit was made in cash. We can only refund the deposit once your full party is seated for the meal.

**Cancellations and Amendments**- For cancellations we must receive 48 hours' notice or you will forfeit any deposit paid. After a deposit is paid, should your party subsequently reduce in size we reserve the right to keep deposit values up to the original number of guests and it will be at our discretion in relation to full deposits being refunded, or to deposits being transferred to a later booking in the case of postponement.

**Service Charge**- We apply a discretionary 10% service charge to all tables of 8 or more. Service is not included on bills for parties of 7 or fewer. All gratuities are at the customer's discretion. 100% of all gratuities are shared equitably amongst our staff, both front and back-of-house

**Menus**- Parties are welcome to order from either the full A la Carte Menu plus Daily Specials. We can arrange a fixed price set group menu on request. Please note that should a fixed price group menu be agreed, the whole group must order from that menu. We do not require a pre-order for any group booking, we would prefer not to take any pre-orders, as we find they cause confusion, and we cannot guarantee all menu items will be available at the

time of the meal. All menus are subject to change without prior notice. All dietary requirements should be communicated 24 hours before your booking.

**Table Allocations-** Please note that we cannot guarantee any specific table requests in the restaurant. We will, however, attempt to honour any requests made by a customer. We reserve the right to change the table a booking is allocated to, up until the time of seating. If guest numbers change subsequent to your original provisional booking, we reserve the right to relocate your group to a more suitable dining area for your revised group size.

**No-Show Policy** - We will hold a booking for 20 minutes past the original booking time to allow for unforeseen circumstances resulting in lateness. During this period we may attempt to contact you on any given contact details to ascertain whether you still require the table and to ensure there has not been a mistake with the date or time of the booking. After the 20 minute time slot has elapsed we reserve the right to give the table away to another customer or cancel the reservation. We respectfully request that you inform the restaurant if you anticipate arriving late, or if you no longer require the reservation. As stated above, if a deposit has been paid to secure the table and you do not show within the 20 minute time slot, or attempt to contact the restaurant to inform us you are running late, we reserve the right to retain the full deposit.

**Customer Care** - Any queries regarding your meal, service, or payment must be brought to our attention at the earliest opportunity, and in any case, prior to your departure from the restaurant. Should there be any matter you wish us investigate subsequent to your departure, including any potential billing errors, these should be brought to our attention within 4 days.

**Vouchers** - If you have been given a gift voucher for The Butlers Arms, this may be redeemed against any purchase at any time of day and on any day of the week – there are no restrictions or days/times when vouchers may be redeemed. All vouchers have a 6-month expiry date and must be redeemed within this period or they will be invalid. We are unable to issue cash as change for vouchers, but can re-issue vouchers as change in denominations of £5, £10, £20, £50