

## **Terms & Conditions**

Upon making a reservation at The Ship, please read the terms and conditions which are subject to the date of your booking and the area in which you have chosen to reserve. You are bound by these terms and conditions upon confirmation of your reservation.

Provisional bookings are not bound by T&C's stated below; however, we have the right to cancel or refuse a booking on a basis that no card authorisation has been made, significant details are not confirmed and/or other guests require the same time, date and bookable area that are able to provide the card authorisation within a more appropriate time scale.

### **A. Reservations made for outside private heated cabins**

- Cabins can be reserved Monday- Friday only. Please see website for full opening hours
- Cabins can be booked out simultaneously (two available), a deposit per cabin required
- Cabins seat up to 20 people and are enclosed under the pergola area. If a customer's party is larger than the seating capacity cabins can be used as a base for guests.
- A card authorisation of £200 must be made per cabin in order for a booking to be confirmed. Secure link for card authorisation is sent by us upon receiving your enquiry. Please note that no money is being taken off your card unless you do not turn up for your booking or give us a 7 day notice of cancellation (this is also known as "holding deposit")
- Cabin reservations have access to our outside kitchen, Burger Shack. Orders cannot be made from our A la Carte menu

### **B. Restaurant reservations**

- Bookings of 8 and more will require £10 per person card authorisation in order for the booking to be confirmed
- £10 per person will be redeemed by us for every no show that we were notified of at least 24 hours prior to the booking date
- All bookings of 8 and more will incur a service charge of 12.5%
- Only the A la Carte menu can be purchased unless otherwise agreed with the Management in advance
- During busy periods we operate a 2 hour sitting policy and would respectfully request that you arrive promptly to ensure you take full advantage of your time allocation
- If you are more than 20 minutes late and haven't let us know, we cannot guarantee to hold the table for your booking and it might be given to waiting guests

### **C. Private Hire**

- Private hire spaces can be exclusively reserved from Monday to Saturday
- Small Private Dining Room has the capacity of 24 seated
- Large Private Dining Room has the capacity of 36 seated
- There is an option of hiring both Small and Large Private Dining Room with the capacity up to 60
- Minimum spend to be agreed on individual basis for any of the above options
- All minimum spend agreements must be adhered to. If the minimum spend is not reached, staff have the right to retain the remaining amount from the credit card authorised during the booking confirmation process
- Only the A la Carte menu and the Set Menu (where applicable) can be purchased in this area
- Large Private Dining Room can also be hires as a Meeting Room, with the capacity of 24. It features 55 inch flat screen TV with HDMI connectors. We also provide pens, paper, flip chart and marker pens. Available with half day and full day packages.
- Cancellation policy is 7 days prior to the booking date for all bookings apart from the Christmas Parties (please see Christmas T&C's)

PLEASE BE AWARE THAT ONCE OUR FULL CAPACITY IS REACHED, WE WILL OPERATE A QUEUING SYSTEM. PLEASE ENSURE YOUR PARTY ARRIVES ON TIME TO AVOID DISAPPOINTMENT

**Christmas 2017 booking terms & conditions:**

Restaurant Bookings - All Christmas bookings will be confirmed once we receive £10 per person card authorization - For Christmas Day bookings we do require a card authorization of the full price per person - No money is actually taken off the card unless booking T&C's are violated. - All Christmas bookings will incur a service charge of 12.5% - Only Christmas Menu can be purchased - No Christmas bookings are being taken on Sundays - Cancellation policy: 28 days prior to the booking date.

**PLEASE SUPPLY FULL MENU CHOICES 14 DAYS IN ADVANCE**

(Amendments to guests menu choices may only be made up to 5 days before your booking date)

**Bar Bookings** - Bar bookings can be made Mon- Sat - Minimum number of people for the bar booking is 15 - Christmas Buffet menu available at £15 per person - Card authorization same as for the restaurant bookings - Cancellation policy: 7 days prior to the booking date - Minimum spend to be agreed on individual basis.

**Outside bookings** - Please contact us directly for any enquiries in regards to the outside bookings.

We look forward to your visit.

*Olivier Jolly.*

General Manager