



---

## TERMS & CONDITIONS

---

### BOOKINGS & CANCELLATIONS

- **Provisional Bookings:** We hold provisional bookings for 48 hours only due to high demand. If we do not receive confirmation within this period, we will release the enquiry.
- **Cancellations under 15 People:** Bookings secured with a card authorisation must provide at least 72 hours' notice for cancellations - or it will be claimed.
- **Cancellations 15+ People:** Bookings of 15 or more guests must provide at least 7 days notice for cancellations. Failure to do so gives us the right to claim the authorised amount.
- **No-Shows:** If you fail to attend your booking, we reserve the right to claim your pre-authorisation or deposit.
- **Pre-Orders:** Food pre-orders must be submitted no later than 7 days prior to your booking.
- **Food Allergies & Intolerances:** If you have a food allergy or intolerance, please inform us in advance.
- **Cheque Payments:** We do not accept payments by cheque.
- **Right to Cancel:** We reserve the right to cancel any booking for any reason.

### DEPOSITS & PAYMENTS

- **Deposit Refunds:** Deposits are fully refundable up to 14 days before your booking. Within 7-14 days, we can offer to reschedule your booking to another available date.
- **Deposit Deduction:** Your deposit will be used against your pre-order or deducted from your final bill on the day of your booking.
- **Service Charge:** A discretionary 12.5% service charge will be applied to tables of four or more.
- **Changes in Numbers:** Please inform us of any changes to your group size as early as possible, as this may affect your allocated area, deposit or pre-authorisation.

### BANK HOLIDAY INFO

- No tickets needed!
- You can still book tables online (subject to availability), but:
- Last outdoor bookings are at 2pm due to high demand.
- If you're after a spot on the decking (walk-ins only), we recommend arriving early – doors open at 11am!
- Over 21 from 4pm
- **Children Policy:** Customers under 18 years old are allowed in the restaurant/private dining room until 2PM. Children must be eating a meal and remain under the supervision of a parent/guardian at all times.

### VENUE POLICIES

- **Age policy:** Our venue operates at 21+ Mon-Thurs 8pm onwards & Fri-Sun (incl Bank Holidays) 4pm onwards.
- **Seating Arrangements:** Drinks parties will be allocated a space that includes a mix of seated and standing areas, suited to the size of your booking.
- **Decking:** Located under the iconic Ship sign, walk-ins only – no reservations
- **Weather Considerations:** For outdoor bookings, please dress appropriately, as we cannot control the weather.
- **Garden Closing Time:** Our garden closes daily at 10:00 PM.
- **Children Policy:** On weekends, customers under 18 years old are allowed in the pub until 7:00 PM. In the Summer, where the outside is very busy, children are only allowed in the restaurant/private dining room. Children must be eating a meal and remain under the supervision of a parent/guardian at all times.
- **Dogs:** We welcome dogs, but during busy times or high temperatures, we reserve the right to refuse entry for their well-being. Please note they must be on a lead at all times.
- **Late:** If you are running more than 15mins late, please contact us or your table may be released if there is demand for it.

By making a booking at The Ship Pub, you agree to these terms and conditions. We can't wait to welcome you!