



TERMS & CONDITIONS

FOR BOOKINGS

To book a table, head over to theship.co.uk

Just a heads-up – our decking area (under the big SHIP sign) is reserved for walk-ins only.

Looking to book outside? Tap BOOK NOW and select Riverside Terrace.

You can choose from:

- The Pergola (covered & heated)
- Riverside Cabin (covered & heated)
- Outside table (not covered)

Please note: the minimum group size for outdoor bookings is 10 people.

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

T&Cs:

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 booking.
- **Cancellations (Under 15 People):** Bookings secured with a card authorization must provide at least 72 hours' notice for cancellations.
- **Cancellations (15+ People):** Bookings of 15 or more guests must provide at least one week's notice for cancellations. Failure to do so gives us the right to claim the authorized amount. (Please note the difference between a deposit and an authorization.)
- **No-Shows:** If you fail to attend your booking, we reserve the right to claim your pre-authorization 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.

DEPOSITS & PAYMENTS

- **Deposit Refunds:** Deposits are fully refundable up to 21 days before your booking. Within 21 days, we can offer to reschedule your booking to another available date. Cancellations made within 72 hours of your booking may result in the loss of your deposit.
- **Deposit Deduction:** Your deposit (not pre-authorization) will be 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-auth.

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.
- **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 & PETS

- **Children Policy (Weekends & Bank Holidays):**
 - 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.
 - On Bank Holidays, this changes to 2:00 PM due to high demand.
 - 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.

GENERAL POLICIES

- **Cheque Payments:** We do not accept payments by cheque.
- **Right to Cancel:** We reserve the right to cancel any booking for any reason.

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