

## Table Reservation Terms and Conditions

### Deposits

- For tables of 9 guests or more, a £10 per person deposit is required
- This does include children who require a seat.
- Once your deposit has been received, your booking will be fully confirmed
- If a deposit has not yet been paid, we'll send a friendly reminder before the booking is released

### Authentications

- For bookings of 9 guests or more made on the day, an authentication charge of £10 per person will be added. Please note, this payment will not be fully processed unless you do not arrive for your reservation
- Authentication charges may also apply to our 'Family Sunday' lunch reservations

### Special Occasions

- For popular dates and special events, including (but not limited to) our Signature Menu events, Mother's Day, and Christmas Day, a deposit per person may be required for all table sizes. Please note bookings for certain special occasions, which may include, but not be limited to, those mentioned above, as well as private dining areas and events, may be subject to specific terms and conditions, which may vary by location. Please note, for certain special occasions, a pre-order will be required for tables of any size

### Using Your Deposit

- Your deposit will be deducted from your final bill or refunded on the day of your visit
- Please allow up to 10 working days for any refunds to clear

### Amendments & Cancellations

- Bookings of up to 9 guests require a minimum of 24 hours' notice for any amendments to table size or cancellations
- Bookings of 10–19 guests require a minimum of 48 hours' notice for any amendments to table size or cancellations
- Bookings of 20 guests or more require a minimum of 7 days' notice for any amendments to table size or cancellations

**Failure to provide the required notice will result in the £10 per person deposit being retained for any cancelled places**

- Children are included in guest numbers and deposit charges if they require a chair

### Pre-Orders

- A pre-order is required for tables of 12 guests or more, submitted at least 7 days before your visit
- If your booking is made within 7 days of the reservation date, we'll ask for your pre-order as soon as possible
- Please be aware, not submitting a pre-order may result in longer wait times and limited dish availability

## How to Pre-Order

- We'll send you a pre-order link by email
- This link will include the menus available for your reservation date
- Please make your selections only from the menus provided in the link, rather than menus viewed online, to help avoid any disappointment

## Frequently Asked Questions

### Do children count towards guest numbers and deposits?

Yes, children are included in guest numbers and deposit requirements if they require a seat at the table.

### What happens if my guest numbers change?

We understand plans can change. If you need to amend your booking, please let us know as soon as possible. For larger tables, notice periods apply as outlined above to avoid losing any deposit payments.

### When will my deposit be refunded?

If your deposit is being refunded, this will be processed on the day of your visit. Please allow up to 10 working days for the funds to appear back in your account.

### Why is a pre-order needed for larger tables?

Pre-orders allow our kitchen team to prepare fresh dishes efficiently and ensure the best experience for your group. Without a pre-order, there may be longer waiting times and limited dish availability.

### Can I order from menus I've seen online?

To avoid disappointment, please only select dishes from the menus provided in your pre-order email link, as these reflect availability for your booking date.

### I forgot to provide my loyalty app at the time of payment, can I get my loyalty points added?

No problem at all. Please email a photo of your receipt, along with the full name and contact number linked to your Grosvenor Gold Rewards account, to [info@grosvenorpubsandinns.com](mailto:info@grosvenorpubsandinns.com) and our team will add your points manually.

### Are dogs welcome in the restaurant?

Yes, dogs are very welcome at Grosvenor Pubs and Inns. We welcome dogs in all bars and restaurants, as well as in selected bedrooms across our sites, we also offer a wonderful selection of treats on our dog menu. Please let our team know when booking if you're planning to bring your four-legged friend.

### Who should I contact if I have questions?

Our team is always happy to help. If you have any questions or need assistance with your booking, please get in touch with us directly via phone or email [reservations@grosvenorpubsandinns.com](mailto:reservations@grosvenorpubsandinns.com)

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Thank you so much for your understanding. We can't wait to welcome you and make your visit a great one.

**Grosvenor Pubs and Inns**