

## RESTAURANT BOOKING TERMS AND CONDITIONS

The Cottage in the Wood is a small, independent, family-run restaurant that strives to provide professional, friendly service and high quality food. In order to maintain that we have few booking conditions. Thank you for your understanding and co-operation.

### Terms and Conditions

- You can reserve tables from 1 - 4 people directly via our online Restaurant booking page. Currently a maximum group size of 4 people.
- Please note that debit/credit card details are required for all bookings and WILL NOT be charged. These details will be held in our secure PCI-DSS compliant system. We kindly request that diners give us at least 24 hours notice if a cancellation or amendment is required (and should be notified by email including your booking reference). Only in the event of a late cancellation or a no show will a charge be made. You will be liable to a full dinner charge at £65.00pp or £50.00pp for lunch.
- Once card details verified we will send you a confirmation email and this constitutes our acceptance of your reservation. Please provide the correct contact information so that we can reach you if necessary. We would only contact you with regards to existing bookings or to confirm any amendments/cancellations.
- If redeeming a Gift Voucher, please contact us on 017687 78409 or email [relax@thecottageinthewood.co.uk](mailto:relax@thecottageinthewood.co.uk).
- We welcome children over 10 yrs who will enjoy our style of food. We do not offer a children's menu. Please see our website for sample menus.
- We are pleased to cater for specific dietary needs/allergies, please notify on booking including request for pescatarian/vegetarian diet. Please note that while we do our best to accommodate most requests, not all can be guaranteed.
- Telephone lines are open between 10.00am – 4.00pm Tuesday to Friday. Please leave a message if we can't answer immediately and we will return your call as soon as possible. Please note we are closed on Sunday/Mondays. For messages received over the weekend we will reply Tuesday on reopening.
- We reserve the right to amend or cancel bookings due to issues beyond our control.
- By completing the restaurant booking you agree to our Terms and Conditions.

*We look forward welcoming you to 'The Cottage in the Wood'.*

*With warm regards, The Cottage Team*