



The Pump House – Booking Terms and Conditions 2024/25

Please read thoroughly ahead of confirming your booking

For all reservations we operate a 'come as a group, pay as a group policy' and the lead guest accepts full responsibility for the group.

The lead guest is responsible for all correspondence, submitting completed pre orders, using the pre order sheet and finalising bills.

We are unable to split deposits or bills.

Late pre orders or changes to pre orders will incur a £25 administration fee for each change.

Music provided by guests is only permitted with full venue hire.

We do not permit guests to bring their own on food or drink, except cakeage which is charged at £2.50 per head

We welcome light decorations however, glitter, confetti and the likes are not in keeping with our sustainable restaurant ethos and are not permissible.

We only accept card and contactless payments.

Children are not permitted after 9pm.

By booking a table or private space you are agreeing to The Pump House terms and conditions.

Usual table reservations

For dining reservations of more than 6 guests, a deposit of £10 per person is required upon booking. This deposit will be deducted from your final bill on the day of your reservation. If you do not attend your booking or cancel with less than 48 hours' notice, the deposit will be retained by The Pump House. For tables of 12 or more guests a full pre-order is required no later than two weeks prior to the date of your booking. Late pre orders or changes will incur a £25 administration fee.

Our Events team will send you a handy pre order sheet which must be used as it is compatible with our operating systems. Reservations are allocated on the day. Specific tables and area hire can only be guaranteed on a minimum spend basis. Please note the mezzanine level is up steps with additional steps to bathrooms and does not have access for those with limited mobility. Please notify us upon booking if you require level access. A 12.5% service charge is added to all tables.

Drinks only reservations

All drinks only tables require a deposit to ensure our safety and that our environment and family friendly reputation is upheld. The deposit will be deducted from your final bill on the day of your reservation. If you do not attend your booking or cancel with less than 48 hours' notice, the deposit will be retained by The Pump House.

Up to 10 guests

For drinks only reservations of up to 10 guests, a deposit of £50 is required upon booking.

Up to 20 guests

For drinks only reservations of up to 10 guests, a deposit of £100 is required upon booking.

Over 20 guests

A private area may be required, see options below:

Mezzanine level private hire

AREA SEATS UP TO 60 AND STANDS UP TO 70 GUESTS

The Pump House has a minimum spend requirement for parties hiring the mezzanine level as a private space. The minimum spend is made up of food and drinks purchased in the room and is date dependent. A deposit of £250 is required upon booking. A pre-order is required for private parties along with full payment of pre-ordered items no later than two weeks prior to the date of your booking. Late pre orders will incur a £25 administration fee.

Our Events team will send you a handy pre order sheet which must be used.

A 12.5% service charge is added to all bills. Your deposit will be refunded the following day if the minimum spend has been met and there are no damages. If on the night the total amount spent does not meet or exceed the minimum spend, the difference must be settled on the night and cannot be paid by cheque. Private hire parties are liable for any considerable damage to Pump House property. Please note the Mezzanine Restaurant does not have access for persons with limited mobility. Please notify us upon booking if you require level access.

The Pump House will retain a deposit if the booking does not attend or is cancelled with less than 14 days' notice. If you cancel your booking with less than 72 hours' notice, you will be liable for the full pre-ordered bill.

Exclusive full day and half day hire

CAPACITY OF WHOLE VENUE IS 120 INSIDE with additional space outside

The Pump House has a minimum spend requirement for parties hiring the whole house for either half or full day. The minimum spend is made up of food and drinks purchased on the day.

To reserve a date, we take a non-refundable, bespoke planning, booking fee of £500 for half day and £1000 for full day hire. This goes towards saving your date, processing any admin, and additional paperwork. A refundable deposit of £500 is also required upon booking. Should you require any additional services, these will be charged accordingly. The deposit, reservation & bespoke package fee do not count towards your minimum spend agreement. Should you require any additional services, these will be charged accordingly. With parties up to 60, all glassware, cutlery and crockery is inclusive.

Numbers over this may incur an additional charge.

We provide a standard set up and any specific tailoring will be charged accordingly.

A pre-order is required for private parties along with full payment of pre-ordered items no later than four weeks prior to the date of your booking. Late pre orders will incur a £100 administration fee. Our Events team will send you a handy pre order sheet which must be used.

A 12.5% service charge is added to all bills.

Your deposit will be refunded the following day if the minimum spend has been met and there are no damages. If on the night the total amount spent does not meet or exceed the minimum spend, the difference must be settled on the night and cannot be paid by cheque. Private hire parties are liable for any considerable damage to The Pump House property. The Pump House will retain a deposit if the booking does not attend or is cancelled with less than 28 days' notice. If you cancel your booking with less than 14 days' notice, you will be liable for the full pre-ordered bill.

The Nook outside-

This area is outside, has to be vacated at 9.30pm, is covered by a marquee and is heated

AREA SEATS/ STANDS UP TO 20 GUESTS

The Pump House has a minimum spend requirement for parties hiring The Nook as a private space and these are date dependent. The minimum spend is made up of food and drinks purchased in the space. A deposit of £100 is required upon booking. A pre-order is required for private parties along with full payment of pre-ordered items no later than two weeks prior to the date of your booking. Late pre orders will incur a £25 administration fee.

Our Events team will send you a handy pre order sheet which must be used.

A 12.5% service charge is added to all bills. Your deposit will be refunded the following day as long as the minimum spend has been met and there are no damages. If on

the night the total amount spent does not meet or exceed the minimum spend, the difference must be settled on the night and cannot be paid by cheque. Private hire parties are liable for any considerable damage to Pump House property. The Pump House will retain a deposit if the booking does not attend or is cancelled with less than 14 days' notice. If you cancel your booking with less than 72 hours' notice, you will be liable for the full pre-ordered bill.

The Riverside Canopy

This area is outside, is covered by a marquee and is heated but doesn't have sides.

AREA SEATS/ STANDS UP TO 48 GUESTS

The Pump House has a minimum spend requirement for parties hiring The canopy as a private space and these are date dependent. The minimum spend is made up of food and drinks purchased in the space. A deposit of £150 is required upon booking. A pre-order is required for private parties along with full payment of pre-ordered items no later than two weeks prior to the date of your booking. Late pre orders will incur a £25 administration fee. Our Events team will send you a handy pre order sheet which must be used.

A 12.5% service charge is added to all bills. Your deposit will be refunded the following day as long as the minimum spend has been met and there are no damages. If on the night the total amount spent does not meet or exceed the minimum spend, the difference must be settled on the night and cannot be paid by cheque. Private hire parties are liable for any considerable damage to Pump House property. The Pump House will retain a deposit if the booking does not attend or is cancelled with less than 14 days' notice. If you cancel your booking with less than 72 hours' notice, you will be liable for the full pre-ordered bill.

Bespoke planning fee -

Should you wish to tailor your event within area hire as opposed to full exclusive hire or ordering from our usual menu: There will be a non-refundable, bespoke planning, booking fee of £500. This goes towards saving your date, processing any admin and additional paperwork. A refundable deposit of the selected area is also required upon booking. Should you require any additional services, these will be charged accordingly. The deposit, reservation & bespoke planning fee do not count towards your minimum spend agreement. Should you require any additional services, these will be charged accordingly.