



## The Pump House – Christmas booking Terms and Conditions 2019

### **Our Festive Menu**

The Pump House offers a choice of two (£25) or three (£29.50) courses for all reservations Monday to Saturday, inclusive. Please note the following dishes are subject to a £2.50 supplement: Octopus, Plaice + Cheese. Extra snacks are also available at £4.50 per item. This specifically priced menu will not be available unless pre ordered. Please use our handy pre order form in the original format, with your guest's name, a number 1 next to their meal choice and details of any special requirements in the right-hand column. If you require assistance using this form, we will be more than happy to help.

For all large parties (12 and over) we require the bill for the pre-ordered food and drink to be settled in advance of the booking, no later than 14 days prior to the date of your reservation.

A discretionary 10% service charge is added to all bills and is thankfully shared equally amongst all staff working at the time of your reservation.

Please note that we are a sustainable, eco-friendly restaurant and will no longer be providing Christmas crackers. We do however have a party box for each table with reusable props.

### **Our usual table reservations**

For reservations of 8 or more 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 72 hours' notice, the deposit will be retained by The Pump House. Reservations are allocated to the Bar area or Mezzanine Restaurant on the day. We do not accept requests for specific tables unless the reservation is for private hire. Tables will be allocated for a maximum of 3 hours, please inform us at the time of booking if you require longer. Please note the Mezzanine Restaurant does not have disabled access and under 14's are not permitted in this area. Please notify us upon booking if you require level access or there are children in your party. We also need to know if your bringing your pooch so we can allocate appropriate space. Reservations of 8 and above are required to provide a pre order 14 days in advance of the reservation date. Reservations of 18 and above will also require full payment of pre ordered food and drinks. Please use our handy pre order form in the original format, with your guest's name, a number 1 next to their meal choice and details of any special requirements in the right hand column. If you require assistance using this form, we will be more than happy to help.

A discretionary 10% service charge is added to all bills and is thankfully shared equally amongst all staff working at the time of your reservation.

### **Mezzanine restaurant private hire**

The Pump House has a minimum spend requirement for parties hiring the Mezzanine Restaurant as a private space. The space will be available to you either between the hours of 11.30am and 4pm or 6pm and 11pm. The minimum spend is made up of food and drinks purchased in the room. A refundable deposit of £500 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. Your deposit will be deducted from your drinks bill (if applicable) on the day as long as the minimum spend has been met. 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.

A discretionary 10% service charge is added to all bills and is thankfully shared equally amongst all staff working at the time of your reservation.

### **Exclusive hire**

The Pump House has a minimum spend requirement for parties hiring the whole house for either half or full day.

Half day is either 11am – 4pm or 6pm-midnight. Full day hire is 11am -midnight. The minimum spend is made up of food and drinks purchased in the room on the day of the reservation. To reserve a date, we take a non-refundable booking fee of £350 for half day and £500 for full day hire. This goes towards saving your date, our meetings, any admin and paperwork. A deposit of £500 is also required to secure the date. 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. Your deposit will be deducted from your drinks/ bar bill (if applicable) on the day as long as the minimum spend has been met. 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.

A discretionary 10% service charge is added to all bills and is thankfully shared equally amongst all staff working at the time of your reservation.

For all reservations we operate a 'come as a group, pay as a group policy'

We can provide an invoice or bill in advance to assist with costing.

Our Events team will also gladly assist with payment options and VAT details.

Pre order form details

To ensure your party is as much fun as possible, we have created an easy to use excel form for pre orders.

It is essential for the smoothest of operations that all parties fill out the pre order form and submit no later than 14 days in advance of your reservation.

Please add in your guest names and place a number 1 next to their dish choices, any special requests and dietary info should be added in the right-hand column.

If you have any issues using the form our staff will gladly assist.

By booking a table, area or private space as the lead guest you are agreeing to The Pump House terms and conditions.