

# Arens Bar & Grill @ Ruislip & Pinner

## Terms & Conditions 2019/ 2020

By Clicking to confirm your booking you are agreeing to the terms and conditions below. Please read carefully.

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### **1 Standard Booking information**

We kindly request that you keep to the table time requested. If you are unavoidably late, please contact us as we may only be able to hold your table for 15 minutes. Please note the length of your table time. If you feel this may not be enough time please let the management know within 24 hours of this email and we will do our best to accommodate you.

### **2 Booking Over 8 people**

By booking a large table at our restaurant you're accepting that there will be extended wait times between courses. Your guests are welcome to go the bar for drinks, but our staff will do their best to take orders and serve of course.

To secure the booking we require Credit Card Pre-Authorisation (No money taken at this point. Your booking is not secured until you do this.

Our largest table is 24 people max.

We highly recommend you send us a main course pre order. This is required 2 days before the booking. If we do not receive this information 2 days before, Arens reserves the right to cancel the booking and keep your deposit. If you can send us starter choices too it is greatly appreciated but is not obligatory.

MAIN COURSES ARE REQUIRED WITHOUT FAIL.

REASON FOR PRE-ORDER: Helps front of house service, guarantees availability of all dishes & helps speed of service from kitchen.

### **3 Afternoon Tea & Prosecco deal.**

From official time of reservation, all table booking for 2 persons and under have 90 minutes of unlimited tea & prosecco. All table bookings over 2 persons have a total of 120 minutes of unlimited tea & prosecco. If you are late for your table, we are not able to extend your time on the offer. All prosecco is strictly served by measured glass and bottles cannot be left on the table. Please drink responsibly.

### **4 Afternoon Tea Large Bookings over 8 People**

Please note the unlimited tea & Prosecco offer lasts for 2 hours only. This starts from when your official table booking time commences. If you are late for your table, we are NOT able to extend your time on the offer. After the 2 hours you will have to give up your table for the upcoming booking.

New price is £27.95 per head plus there will be an additional 12.5% service charged added on the day which is discretionary.

Please note that any other drinks are not interchangeable with this offer.

By booking a large table at our restaurant you're accepting that there will be extended wait times between courses. Your guests are welcome to do the bar for drinks, but our staff will do their best to take orders and serve of course.

To secure the booking we require Credit Card Pre-Authorisation (No money taken at this point). Your booking is not secured until you do this.

## **5 Allergen Information**

We can only cater for gluten free allergens in our afternoon tea menu but we require 48 hours' notice for this.

As we use shared equipment in a busy environment, some dishes may not be suitable for those with severe allergies. We cannot guarantee that the 14 main allergens will not be present in any of the dishes on the afternoon menu. If you have a severe allergy, we recommend you DO NOT EAT.