

THE STAR INN AT HAROME LTD RESTAURANT BOOKINGS POLICY UNDER GOVERNMENT COVID-19 RESTRICTIONS

RESTAURANT RESERVATIONS

Whilst Government Restrictions are in place, we will be operating a **Table Service Only** policy and our Pub and Bar Areas will be closed to customers. We strongly recommend making a table reservation via our online system prior to your visit. In any case, we will request personal contact information to comply with any duty, for instance, with respect to Track and Trace. Any visitors not complying with appropriate social distancing or other measures relating to Covid-19 restrictions may be asked to leave. Any visitors with children are responsible for supervising them at all times and ensuring that they follow social distancing guidelines.

At present, it is our understanding that the Government's Covid-19 Restrictions do not allow for parties comprising more than 2 households for indoor bookings and more than 6 individuals meeting in an outside space. The person making the booking will retain responsibility for ensuring that their party complies with Government restrictions at the time of the visit. If a booking is made for a future date on the assumption that there will have been a further relaxation of the restrictions, it is the person making the bookings responsibility to contact us not less than 72 hours prior to the booking, if an amendment to the booking is necessary if their group will not comply with the restrictions at the time of their visit.

On arrival, please note queuing arrangements will be in operation at busier times and there will be no weather-proof protection. There will be notices in place advising, which entrance to use for your table reservation, and hand sanitiser stations may be in place.

Garden Tables – Contrary to our normal policy, we will be accepting reservations for our outside tables up to 12th September 2020. We reserve the right to request that these bookings are secured with a credit card or a deposit paid. Diners are advised to arrive suitably attired and equipped for the weather conditions. We cannot guarantee any waterproof covering to any of our tables or provision of any heaters. Chemical toilets may be in place with indoor toilets available for indoor diners/disabled use only.

Securing your Booking and 'No Show' Policy'- All Group Bookings must be secured with a deposit payment and we reserve the right to request confirmation of all bookings at busier times with a £10 per diner. In normal circumstances, it is our policy not to make provisional Group reservations. This policy may be relaxed for bookings in autumn/winter 2020, whilst Covid-19 restrictions are still in place and further government announcements are awaited. However, once we are in a position to confirm bookings, we reserve the right to request a deposit payment to secure any booking with 48 hours notice (or, at our discretion, to require credit card details to secure the booking). Your deposit payment will be deducted from your bill.

Deposit payments are only retained in the event that the party does not arrive within 30 minutes of their booking time – or in the event of a late cancellation of a Group Booking of 6 people or more within 7 days of the booking date.

Table Allocations- Please note that The Star Inn at Harome Ltd cannot guarantee any specific table requests. We reserve the right to change table allocations up until the time of seating.

Vouchers- If you have been given a gift voucher for The Star Inn at Harome, this may be redeemed in either our restaurant or hotel within its 12-month expiry date (validity extension applies to vouchers affected by our Covid-19 closure period). We are unable to issue cash as change for vouchers, but can re-issue vouchers as change in denominations of £10, £20, £50 or £100. Gift vouchers purchased from The Star Inn at Harome Ltd cannot automatically be used at any of our affiliated sites (The Star Inn The Harbour, The Star Inn The City or Mr P's Curious Tavern), and any vouchers purchased at these sites cannot be redeemed at The Star Inn at Harome, as all four sites are fiscally independent from one another. Please request information regarding relaxation of these rules, whilst Covid-19 restrictions are in place.