

THE STAR INN AT HAROME LTD RESTAURANT BOOKINGS POLICY

REV: 3 APRIL 24

Advance Booking

To avoid disappointment, we strongly recommend making a table reservation via our online system prior to your visit. Where staffing levels allow and at the absolute discretion of our Restaurant Management, tables may be made available for 'walk-ins' in our Pub. However, our booked Restaurant diners will always be our priority. Please note that bookings for 5 or more diners cannot currently be accepted by the online booking system and we recommend calling our Reception team directly on 01439 770397. All bookings must be secured with a credit card by Windcave and full or partial advance payment may be required for certain menus and events. Please note for Restaurant bookings, the Windcave system carries out a Pre Authorisation and you may note a temporary transaction of £1, which is subsequently removed from your Account by your own provider. (Details of security guidelines can be viewed at www.windcave.com)

Menus

With the exception of Sundays and certain Bank Holiday periods and by advance agreement, we can normally offer a full Tasting Menu, in addition to our À la Carte. We recommend allowing a minimum of 3 hours for our Tasting Menu and ensuring that your Tasting Menu booking has been confirmed by us in advance of your visit. A Vegetarian Menu is available and a Vegan Menu can be offered with 24 hours' advance notice.

Please note that foods from all of the main allergen types are prepared in our kitchens and we cannot guarantee that no contamination will occur. However, we do offer dishes omitting the main allergens, namely:

- celery
- cereals containing gluten, such as wheat, barley and oats
- crustaceans, such as prawns, crabs and lobsters
- eggs
- fish
- lupin
- milk
- molluscs, such as mussels and oysters
- mustard
- peanuts
- sesame
- soybeans
- sulphur dioxide/sulphites beyond permitted levels
- tree nuts, such as almonds, hazelnuts, walnuts, brazil nuts, cashews, pecans, pistachios and macadamia nuts

We reserve the right to offer a fixed price 'Table d'Hôte'-style Menu with no dietary alternatives and to decline to offer Tasting Menus with additional ingredient restrictions to the main allergens above.

Securing your Booking and 'No Show' Policy'

All bookings must be secured with a credit card. Details are held by a third party (Windcave) and no initial or deposit payment is taken for Restaurant bookings, other than the £1 Pre Authorisation – see 'Advance Booking' above. A **charge of £20 per person** will be made only in the event that diners do not arrive within 30 minutes of their allotted arrival time without having cancelled the booking in line with our Cancellations Policy. Cancellations for groups of up to 5 people must be made not less than 24 hours prior to the arrival time. Parties of 6 or more are expected to give a minimum of 7 days notice.

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.

Celebration Cakes

We are happy for customers to bring along their own cake to be enjoyed after dessert/cheese course as part of a group special celebration. Should you wish the cake to be served in place of the dessert course, we can serve this for you, subject to our current 'cake-age' charge per booked diner. The charge shall include cream or ice cream to accompany the cake, where this is requested.

Vouchers

It is essential to bring your Gift Voucher with you. 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 to 31st December 2023 applies to vouchers affected by our Covid and Fire closure periods). We are unable to issue cash as change for vouchers. Gift vouchers purchased from The Star Inn at Harome Ltd cannot automatically be used The Star Inn The City), and vice versa, as the sites are fiscally independent from one another.