



Reservation Terms and Conditions

Thank you for choosing to dine at the Griffin's Head, Mears Ashby NN6 0DX.

Please read the following Terms and Conditions below which forms part of the agreement that you are agreeing to.

1. Reservations

To dine / reserve a table in our Restaurant or Dining area you will be required to provide a valid debit or credit card, this will be pre-authorised for the value of **zero pounds**.

Please be advised that **no money** is taken from your account, this confirms your identity and validity in entering into an agreement with the Griffin's Head for your table reservation.

2. Seating

The Restaurant area and Dining area are two separate dining areas.

Some tables are designed to seat Two, Four or Six guests and for larger bookings, tables will be joined together to make up the required number of diners and you may be allocated a mixture of the above dependent upon availability. The Management reserve the right to change / amend your requested table due to operational reasons or at its discretion.

Please read carefully when selecting which area, you wish to dine in and when selecting which table you wish to dine at.

3. Timings

The Griffin's Head prides itself on using fresh quality local produce and all meals are prepared and cooked to order.

For the Kitchen operation to be effective and to deliver a quality dining experience for all our guests, please can we request that all guests of your party arrive promptly in advance of the reservation time.

We kindly request that all guests arrive **10 to 15 minutes** earlier for your booking.

Your table will be allocated for

1 hour 30 minutes for parties of up to Two

2 hours for parties of up to Four

2 hours 30 minutes for parties of Five upwards

Please take note of the above timings and during busy periods the management may respectfully request for you to vacate your table after this period.

At busy times, and at the Management's discretion we may not be able to extend this time due to the volume of diners and your table may already be reserved for other guests.

You are, of course more than welcome to have a drink in our Bar area after this time, we thank you for your co-operation.

4. Running Late

The Griffin's Head appreciates that sometimes guests are delayed and we allow a 15 minute grace period.

Please call or email if you are running later than 15 minutes from your table reservation time.

If you fail to make contact then the Management reserves the right to cancel your booking and this will be treated as a No-Show and subject to a charge of **£ 15 per guest**.



5. No-shows, Changes or Cancellations

If you wish to cancel your table reservation less than **48 hours in advance**, the Management reserve the right to charge **£ 15 per guest**.

If you do not show up for your table reservation, the Management reserve the right to charge **£ 15 per guest**.

Changes to the numbers of guests made with less than **24 hours' notice** in advance, may be subject to a charge of **£ 10 per guest**.

These rules and charges are subject to the Managements discretion

6. Dogs

The Griffin's Head is very dog friendly; however,
Dogs are not allowed in the Restaurant or Dining areas (exceptions apply)

The Bar area is specifically allocated to dining with your Canine friends and we have a Dog Friendly Menu.

Please read carefully when selecting which area in which you wish to dine when visiting with your canine friends.

7. Food Allergies or Intolerances

If you have a **food allergy, intolerance or coeliac disease**,
Please inform a member of staff and they will inform you about the ingredients on the menu.

Please be aware that our food may contain or come into contact with common allergens, such as dairy, eggs, wheat, soybeans, tree nuts, peanuts, fish, shell fish and whilst we take steps to minimise risk and safely handle the foods that contain potential allergens, please be advised that cross contamination may occur as factors beyond our reasonable control may alter the formulations of the food that we serve.

8. Special requests

The Griffin's Head would like for you to enjoy your dining experience here and please advise at the time of booking if there are any special requests (Birthdays, Anniversary's, Highchairs etc)

The Management cannot guarantee any special requests.

We thank you for your reservation and look forward to seeing you all soon