

# Pier Point

RESTAURANT & BAR

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## **Christmas Bookings 2016 TERMS & CONDITIONS**

**BOOKING CONFIRMATION-** A booking is regarded as provisional until the restaurant receives a £5 per person non refundable deposit for our FESTIVE PARTY and FESTIVE AFTERNOON TEA bookings and £15 per person non refundable deposit for CHRISTMAS DAY bookings. We will hold any reservations for 7 days provisionally, thereafter, if a deposit has not been paid, the reservation will **released**. You will be provided with a pre order form to collect your party order. We require this 7 days prior to your party date (plus a table plan for parties of 20 or more). Or, by 10.12.16 for our Christmas Day Luncheon. If you have any dietary requirements, please notify us in advance and then speak to the duty manager who will be happy to help.

**DEPOSIT-**We require a non refundable deposit of £5 per person for our FESTIVE PARTY BOOKINGS and FESTIVE AFTERNOON TEA'S. We require a £15 per person non refundable deposit for Christmas Day is required at the time of booking or up to 7 days after making the provisional booking. After this time, Pier Point reserves the right to release the booking. Demand for Pier Point restaurant places during December is high, therefore early confirmation is recommended. For exclusive use a minimum non refundable deposit of £250 is required.

**NUMBER OF GUESTS-**The numbers can be adjusted up to 14 days before the date, after which the deposit will be set against shortfalls. Should your numbers increase, we will ask you to increase your deposit accordingly.

We will always do our best to accommodate groups on one single table to a maximum of 20: however the limitation of the restaurant may mean that this is not always possible.

**PAYMENT-**Settlement of the food bill and any pre ordered Drinks must be made in full 7 days before your event for FESTIVE PARTY BOOKINGS or before 10<sup>th</sup> December 2016 for Christmas Day. Pro-forma invoices can be provided for advance payment.

Please note, a minimum of 3 courses per person is required after 6pm. Booking's between 12noon -6pm have the option of 2 courses with tea or coffee and festive novelties- starter and main or main and dessert- for £19.95 per person

**Payment by cheque-** we can accept cheques payable to PIER POINT TORQUAY LTD if paid no less than 14 working days prior to your event. After this time, we will require payment by card or cash please.

**TIME-**We ask that you ensure your party arrives close to the allotted time as possible. We cook our food fresh to order and a delay of some of your guests may hold up your party and may interfere with other guests dining experience. If you are running late, please advise us as soon as possible so we can make possible alternative arrangements if required.

SPECIAL REQUIREMENTS AND ALLERGENS- Our Christmas menus all include vegetarian (V) options. Gluten free (GF) and dairy free (DF) options are available **when specified** and a vegan menu is available on request. We will do our best to cater for dietary requirements you may have. In this busy period we request that these are made clear to us in writing with your pre order after discussing with the manager or chef, at least 7 days prior to your booking. Nut Allergies: Please note that we do our utmost to ensure your dishes are nut free, but nuts are present in our kitchen.

If you have a food allergy, intolerance or sensitivity please let a member of our team know before you select your food and we'll be able to suggest the best dishes for you and provide our allergies and intolerance information.

Please note: our dishes are prepared in areas where allergic ingredients are present so we cannot guarantee that our dishes are 100% free of these ingredients.

For buffets we will require dietary requirements 7 days prior. For afternoon teas please specify on booking.

#### KEY

Key: (GF) = this dish is gluten free on request, (V) = This is vegetarian, (DF) = this dish is available dairy free on request, (N) = contains nuts, (B) = May contain small bones

#### PRE ORDERS

Pier Point must receive a named pre order along with final confirmation of number of guests and payment balance no later than 7 days before the booking OR by 10<sup>th</sup> December 2016 for Christmas Day. The restaurant reserves the right to charge for any food or drinks pre ordered for non attending guests- sees below.

#### CANCELLATIONS

Cancellation of the booking must be made by telephone and followed up in writing and will result in the following charges:

- More than 14 days notice- NO CHARGE and return of Deposit *IF* the place can be re-sold.
- Less than 14 days- We retain the deposit. (FESTIVE PARTIES ONLY).
- Less than 14 days- you will be charged the full amount (CHRISTMAS DAY ONLY).
- Less than 5 days- you will be charged ½ of the full amount (unless the table can be resold- FESTIVE PARTIES ONLY)
- Less than 24 hours- you will be charged the full amount (FESTIVE PARTIES and AFTERNOON TEA'S ONLY).

#### MENU CHANGES

Our advertised menu and prices are published well in advance. Whilst we endeavor to avoid alterations, we reserve the right to make changes at any time before your reservation. Any changes to the published menu will be notified to you.

Please let us know if we can be of further assistance or if you have any questions or queries.