



# CHRISTMAS PARTY BOOKINGS

## TERMS AND CONDITIONS 2024

Thank you for booking your table with us, we look forward to having you join us on the night. To keep everything running smoothly please read through the following terms and conditions of your booking.

By confirming your table with us, you are agreeing to these terms.

### OVERVIEW:

- Once you have confirmed your party date and time, we will need a full pre-order. This is due at least six weeks before your booking.
- We will then invoice for the full payment which will be due to us within two weeks. This payment secures your booking.
- If someone from your party needs to cancel, make sure it is done seven days before the booking otherwise their full food payment is forfeited.

### PRE-ORDERS:

- We have two Christmas menus for you to choose between, our set menu and our buffet menu. The whole party must order from the same menu.
- Your pre-order will be due at a mutually arranged date. This will be no later than six weeks in advance of your booking. NO amendments, except cancellations, will be accepted after the pre-order has been submitted to us.
- Depending on the size of your booking, there is also the option to order from our main menu. Please ask if you would like to be provided with this.

### MAIN MENU

- You can choose either two or three courses from our set menu. You can provide this to us on our online order form. You will receive a link to the online order form when your table is booked.
- Make sure any allergies are noted clearly on your pre-order form.
- Please note everyone in your party needs to order from the same menu.
- You can get some help with our online order form [HERE](#).

### BUFFET MENU

- To keep things really easy you can order from our buffet menu instead.
- Our buffet menu is a selection of our large 'Dustbin Lid' pizzas with sharing bowls of sides for the table.  
If you have any guests with allergies or dietary requirements please provide us with their name, allergy or requirement, and their individual choice of pizza topping so we can cater for them effectively. We ask that gluten free or vegan guests provide us with their pizza topping of choice so we can cater for them properly.
- Please note that everyone in your party needs to order from the same menu.
- You can get some help with our online form [HERE](#).

### PRE-ORDER DRINKS

You are welcome to pre-order drinks for your party, the drinks which are available for pre-ordering are stated on the Christmas menu. Please note we operate a Think25 policy which means anyone who looks 25 or under will be asked for ID when consuming any form of alcoholic beverage.

### ADVANCE PAYMENTS

- After we receive your pre-order, we will issue you with an invoice for the full food payment which will be due to us no later than four weeks in advance of your booking.
- This payment secures your booking.
- If we do not receive your advance payment in time your booking will be cancelled.
- If you book within the week of your booking, you will be required to opt for our buffet menu and payment will be due immediately.
- If you have any difficulties regarding this, please phone us on 01392 210 590 during our office hours (9-5pm Monday – Friday) or email [info@waterfrontexeter.co.uk](mailto:info@waterfrontexeter.co.uk) outside of these times.
- Advance payments must be paid in lump sum.
- A 10% service charge will be added to your invoice unless you request this to be removed. All gratuities are shared between both front of house and kitchen staff; we thank you for your generosity.



You can pay via a one time direct debit or by BACS and both details will be provided on the invoice sent to you when you book.



It is also possible to pay your deposit in cash or card, but please note this will need to be done in person during our office hours so we have the time to go through it with you.

**TIMELINESS & RESPECT:**

- Please be considerate of others that are dining in the same area as you. We are a family friendly restaurant and so conversation always needs to stay polite and respectful. We reserve the right to refuse service to any guests who are rude to our staff or other customers.
- Due to the nature of the parties we host in our Long Room we discourage children under the age of 12 after 7pm to accompany reservations in this room.
- As the party organizer, you are responsible for ensuring everyone in your party has arrived and is seated for your reserved time.
- If your party is late then your food may end up being colder or we will have to prioritize other bookings ahead of yours which can cause delays.
- We will hold tables for a maximum of 20 minutes before giving it away – if you are running late, please call us to let us know!
- We want everyone to have fun but as the party organizer you are responsible for making sure all the members of your party behave responsibly.
- If anyone in your party breaks or damages anything, they will be asked to pay for it, and we reserve the right to refuse service and ask that a member of the party leaves if we deem it necessary. In the unlikely event that we ask for a party member to leave before food has been brought out, we reserve the right to keep their food payment.

**CANCELLATION POLICY:**

- If you need to cancel your booking, please notify us as soon as possible.
- If you cancel your booking and you give us more than a week's notice, your payment will be refunded to you in On The Waterfront vouchers so you can come back another time.
- If you cancel your table within a week of your booking, we reserve the right to keep your payment as forfeit. We hope this won't happen so please contact us early to avoid disappointment!
- If we can reschedule your booking to another date, we will honour your payment, but all the above terms apply.
- We are always monitoring the COVID-19 guidelines and restrictions closely, should we need to cancel your table due to new regulations then we will endeavour to reschedule it, if we cannot, we will return payment in full.

**BY BOOKING MY TABLE, I AGREE TO ALL TERMS AND CONDITIONS AS WRITTEN ABOVE.**

Signed:

Print Name:

Booking Date & Time:

Booking Reference: