

## **T&C's**

### **Important information:**

- **This booking maybe in either side of our restaurants – subject to availability**
- **Due to the intimate size of our restaurant, our maximum table size is for 12 guests. Bookings over 12 people may be allocated different tables due to the layout of our restaurant - (subject to availability)**
- **May we please ask that you arrive for your booking in a timely manner, in events of lateness, tables can only be held for a maximum of 10 minutes depending on size of booking- please ring in advance and let us know on 0191 222 0125, please note that the team in venue can't always answer the phone if dealing with customers or during busy services so you can also text us on 07918882374 or message us on one of our social media platforms**
- **For any amendments to bookings simply reply to this email and the sales team will aim to respond within 48 hours - alternatively, the Sales office is available Monday to Friday 9:30am until 5pm - 03301004724**
- **We are usually back-to-back with bookings so unfortunately; we cannot extend your allotted time frame, any pre ordered dishes will be served 15mins from your booking time.**
- **WE OPERATE A CHALLENGE 25 POLICY. If you or any member of your party are lucky enough to look under 25, then you will all be asked to show identification. This will need to be a physical approved photo ID document.**
- **Please inform us in advance if you require wheelchair access or plan to bring a pushchair during your visit.**
- **Please note: Celebration desserts can be requested upon booking via the customer requests, please note this will be added to your bill.**



## **Cancellation Policy:**

### **Groups 1-8**

- By making your reservation at The Muddler Newcastle you agree to our reservation policy.
- All reservations require card details to secure the booking, there is no charge at the time of booking however in the event of cancelling your reservation with less than 48 hour's notice you will be charged £5 per person
- Any bookings that are requested to be cancelled will forfeit the deposit amount that we have held on our system from the card details entered upon booking
- However, if the original date is no longer suitable, we would look at changing the date for you to another date more suitable, if given more than 48 hour's notice, (subject to availability). If you do not want to change the date, we will also claim your deposit that has been held
- Any deposits that have been claimed are non-refundable

### **Groups 9+**

- By making your reservation at The Muddler Newcastle you agree to our reservation policy - this includes agreeing to a pre order and agreeing that this booking maybe cancelled if we do not receive one within the allocated time slot
- Any deposits that have been paid in full for groups of 8+, will not be refunded if you want to cancel, we can only accept a potential date change (this must be before 48 hours before the booking)
- Bookings of 9+ guests will be asked to pay a deposit of £10pp, this amount will be deducted from the bill at the end of the booking.
- Bookings that fail to give us a pre order at least 48 hours before the booking will be cancelled.