

DINING RESERVATION TERMS & CONDITIONS – NO-SHOW & CANCELLATION POLICY

Cancellation Policy

We understand that plans can change, and we kindly ask that any cancellations or changes to your booking be made at least 24 hours in advance of your reservation time.

For reservations of four guests or more, cancellations made with less than 24 hours' notice may be subject to a £5 per person cancellation charge.

No-Show Policy

If your party does not arrive for your booking and no cancellation notice is given, a £5 per person no-show charge will apply to all reservations of four guests or more. This helps us plan our team and stock properly, and ensures we're not left with unused space or wasted food!

Credit Card Requirement

A valid credit or debit card may be required to secure your reservation. No charges will be made to your card at the time of booking. However, if the reservation is not cancelled in time or if your party does not attend, the no-show fee will be applied.

- If you are staying on-site, the charge will be added to your lodge or room account.
- If you are not staying on-site, the card on file may be charged after your missed reservation.

Special Experiences & Group Bookings

Cocktail Masterclasses and Cheese & Wine Tastings are prepaid at the time of booking and are fully chargeable if not cancelled at least 24 hours in advance.

Other experiences, such as private dining events, may have different cancellation terms, which will be clearly communicated at the time of booking.

Please note: Sunday Lunch is included in the standard £5 per person no-show policy.

Where You'll See This Policy

We aim to make this policy clear and visible to all guests. You'll be made aware of it at the following points:

- When booking over the phone or in person (Reception / Reservations / F&B team)
- During the booking process online
- On the dining pages of our website
- On sample menus, where applicable

Thank you for your understanding and support. This policy helps us reduce food waste, better manage our team's time, and offer the best experience for all our guests.