

Arens Bar & Grill @ Ruislip

Terms & Conditions 2023

By Clicking to confirm your booking you are agreeing to the terms and conditions below. Please read carefully.

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1. **Food & Drink Reservations Only**

Please note that the main house and the covered indoor dining pergola is only available for food and drink reservations. Guests who are drinking only can sit in our available garden/ outdoor areas and order via the drink app.

PLEASE DO NOT BRING YOUR OWN CAKE TO CONSUME ON OUR PREMISES.

2. **Standard Booking information**

It's your responsibility to manage the number of guests you have for the booking. If your numbers change please edit the booking via your booking confirmation. Please note if you don't amend your booking numbers accurately to the amount of guests actually coming, and more than 25% do not arrive on the day. We then reserve the right to charge the difference at £25 per person on your card.

We kindly request that you keep to the table time requested. If you are unavoidably late, please contact us as we may only be able to hold your table for 15 minutes. Please note the length of your table time. If you feel this may not be enough time please let the management know within 24 hours of this email and we will do our best to accommodate you.

Kindly note that our Kitchen closes at 10pm and the bar is open till 11pm.

Please note that we reserve the right to change our opening and closing times to suit the business needs.

3. **Cancellation Policy for Tables & Card Pre-Authorisations**

You have up to 24 hours before the date/ time of your booking to cancel your reservation. If you cancel less than 24 hours prior to the reservation your credit card will be charged £25 per cover/ person. This is non-refundable once charged. We highly recommend that if you are not planning to attend your booking time, please notify our office as soon as possible by emailing hello@arens.uk.

Regarding Card Pre Authorisations: When you submit your card details, no money is taken from your card at this point. This is a pre-authorisation. You will only be charged on this card if you fail to notify our office that you are no longer attending within 24 hours prior to your booking.

4. **Large Party Bookings**

By booking a large table at our restaurant you're accepting that there will be extended wait times between courses and food & drink service.

Most of our benches can sit a max of 6 people per bench. Which means any bookings over 6 people will not be seated on the same table. We will endeavour to seat your guests as close as possible together. When you are seated on different benches, your server will take orders for each table individually. This can also mean that your food and drinks can come at slightly different times.

To secure the booking we require Credit Card Pre-Authorisation (No money taken at this point. Your booking is not secured until you do this.

5 - General Allergen Information

If you have an allergy, please notify us immediately prior to dining with us. When you arrive to the restaurant please request a dietary guide to view. Please note: As we use shared equipment in a busy environment, some dishes may not be suitable for those with severe allergies. We cannot guarantee that the 14 main allergens will not be present in any of the dishes on all menus we provide. If you have a severe allergy, we recommend you DO NOT EAT.

6 - The Six Bells Bottomless Brunch Club Deal.

We highly recommend you read our Brunch FAQ before confirming your Bottomless Brunch booking. You can find these on our website.

From the official time of your reservation, all table bookings have a total of 90 minutes of unlimited Prosecco, Soft Drinks & 330ml Peroni. The cost of the Bottomless Brunch is £44 per person. All prosecco is strictly served by measured glass and bottles cannot be left on the table. Please drink responsibly.

New price is £44.00 per person (as of November 2022).

The price of the Bottomless Brunch will reduce in January 2023 to £39.00 per person.

Please note that any other drinks are not interchangeable with this offer

7 - The Six Bells Bottomless Brunch for Bookings 8 People & over

Please note that any other drinks are not interchangeable with this offer.

By booking a large table at our restaurant you're accepting that there will be extended wait times between courses. Your guests are welcome to go to the bar for drinks, but our staff will do their best to take orders and serve of course.

To secure the booking we require Credit Card Pre-Authorisation (No money taken at this point). Your booking is not secured until you do this.

8- Responsible Drinking Policy

Our management reserve the right to refuse serving alcohol to anyone.

We operate a challenge 25 policy. If you or your guests look under 25 years of age, our staff are under strict instructions to ask for identification.

9- Xmas 2023 Cancellations

During November & December 2023, our cancellation policy changes. We require a minimum of 7 working days notice for table bookings. Unfortunately failure to do this would result in your credit card charged £25 per person. We also require final numbers for your booking finalised 7 working days prior also.