

Arens Bar & Grill @ Ruislip

Terms & Conditions 2022

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**

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.

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 with 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.

From the official time of your reservation, all table bookings for 2 persons and under have a total of 90 minutes of unlimited Prosecco, Mimosa's, 330ml Sol & 330ml Peroni Plus 1 main course each from the set menu. All bookings 3 and over have 120 minutes of unlimited Prosecco, Mimosa's, 330ml Sol & 330ml Peroni Plus 1 main course each from the set menu. If you are late for your table, we are not able to extend your time on the offer. 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 October 2021).

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

Please note the Bottomless Brunch offer lasts for 2 hours only and includes unlimited Prosecco, Mimosa's, 330ml Sol & 330ml Peroni Plus 1 main course each from the set menu. This starts from when your official table booking time commences. If you are late for your table, we are NOT able to extend your time on the offer. After the 2 hours you will have to give up your table for the upcoming booking.

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

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 do 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.