

# GRANGER & Co.



## CLERKENWELL

### BOOKING TERMS & CONDITIONS

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#### BOOKINGS

At our Clerkenwell restaurant we take bookings for breakfast, lunch and dinner Monday to Sunday, as well as keeping plenty of tables for walk-ins. Depending on the size of your party, please be aware we may respectfully request your table back after 2 hours. If you would like to dine longer, please let us know and we'd be happy to make suitable arrangements.

Due to the residential location, certain restrictions apply to our licence; alcohol cannot be purchased after 10.30pm, drinks are not permitted to be taken outside the restaurant at any time and smoking outside the restaurant is allowed up until 10.00pm.

#### CONFIRMATION OF BOOKING

For tables of 5 or more we require credit card details to secure the reservation. This is completed online via Braintree, our payment processing provider. Braintree will charge £1 to cards used for bookings of 5 or more. This amount will be refunded in the same transaction to ensure the card is valid. Those guests who have transaction alerts set up on their phones, for example, will receive a message saying this amount has been taken.

The card details will be stored securely and will not be charged at the time of booking. We do not store your card details after your booking. Please visit [www.braintreepayments.com](http://www.braintreepayments.com) for more information and GDPR policy.

#### CANCELLATIONS & NO-SHOWS

Granger & Co. do not charge for cancellations made at any time. In the event a table does not show without reasonable prior notice, a fee of £10 per guest will be charged. This will involve Granger & Co. charging the card used to make the booking without the card holder present. Payment will be processed on the day of the reservation. By confirming this booking you are agreeing to Granger & Co's terms and conditions. If you would like a receipt, please get in touch with us – [info@grangerandco.com](mailto:info@grangerandco.com).

#### MENUS

For parties of 10 or more, we require a set menu to be chosen. A sample menu will be sent to you and confirmation is required no later than 48 hours in advance. Our wine list is subject to price and vintages changes throughout the year.

#### ALLERGENS & DIETARY REQUIREMENTS

Granger & Co. have a strict food safety policy in place, particularly when it comes to allergens and dietary requirement in food and drink. We ask that any customer visiting the restaurant makes us aware of any allergens they have. Please note, we cannot guarantee the complete absence of allergens in our dishes due to being produced in a kitchen that contains allergens. Some of our dishes contain unpasteurised cheese.

#### SERVICE CHARGE

A discretionary service charge of 12.5% is applied to all bills.