

1. CANCELLATIONS

- 1.1 All cancellations must be submitted in writing, by email. Cancellations by other means cannot be accepted.
- 1.2 Any reservations for Friday & Saturday evenings will be automatically deleted from the booking system if not confirmed by 3pm on the day.
- 1.3 For bookings for up to 6 people, our cancellation policy is 12 hours. Any cancellation within 12 hours or in the case of a no show, will incur a charge of £24.99 per person to the card provided.
- 1.4 For bookings over 6-8 people, the cancellation policy is 48 hours. Any cancellation within 48 hours or in the case of a no show, will incur a charge of £24.99 per person to the card provided.
- 1.5 For bookings over 8 people, the cancellation policy is 72 hours. Any cancellation within 72 hours or in the case of a no show, will incur a charge of £29.99 per person to the card provided.

2. DEPOSITS

- 2.1 For parties of 6 or more we require upon reservation a £10pp non-refundable deposit to confirm the booking.
- 2.2 Our reservation system will automatically send out a secure payment link via email or charge a £10pp deposit within 24-48 hours after making an online reservation for groups of 6 people or more in order to secure the booking. In case the deposit cannot be charged to the card provided or not paid via the secure payment link, the system will automatically cancel the booking. The deposit will be taken off your final bill.

3. PRE-ORDERS

- 3.1) For parties of 8 or more, we require a food pre-order of everyone's choices. Food pre-orders to be provided by at least 3 working days prior to arrival.
- 3.2 Please send your pre-order by email to info@neorestaurant.co.uk. Our a la carte menu is available on our website.

4. ALLERGIES & DIETARY REQUIREMENTS

- 4.1 Please inform us of any allergies or dietary requirements when pre-ordering meals, otherwise we cannot guarantee the chosen dish will be suitable, and you may be charged the full cost of a replacement meal in addition to the meal pre-ordered.

5. CHRISTMAS PARTIES

- 5.1 For Christmas parties, we require a £15 non-refundable, non-transferable deposit of £15 per person to confirm bookings.
- 5.2 Final numbers and full pre-payment are due 10 working days prior to your event.
- 5.3 Any cancellations less than 10 working days prior, will be charged the full cost.
- 5.4 When a pre-order has been made, any cancellations within 5 working days will incur a charge for the full cost of the ordered meal/s.

6. SPECIAL OCCASIONS

- 6.1 For any special occasion (Valentine's Day, Mother's Day, Easter Sunday, Christmas Day, New Year's Eve), we do require a non-refundable, non-transferable deposit of £25 per person at the time of booking.
- 6.2 On the above specified dates, the cancellation policy is 14 days at our discretion.
- 6.3 Pre-order is required for Christmas Day, New Year's Eve & Valentine's Eve menus 10 working days prior to arrival.

7. PRICES & MENUS

- 7.1 All prices in our menus include VAT.
- 7.2 Menus are subject to availability and to change at short notice.
- 7.3 A discretionary service charge of 10% will be added to your bill. We therefore ensure that all of the service charge goes to the staff at NEO Restaurant. The service charge is split between all the areas, bar, hostess, waiters and kitchen staff, rewarding the whole team.

8. PETS

- 8.1 Whilst we love our furry friends, we are sorry that with exception of guide dogs & assistance dogs, NEO operates a NO DOGS ALLOWED policy. All areas operate food service and this is in consideration of all our guests.

9. SMOKING

- 9.1 No smoking, vaping or use of any kind of electric cigarette allowed on the terrace. Please use the designated smoking area.

10. TABLE DECORATIONS

- 10.1 NO confetti, glitter or any materials that require extra cleaning is allowed in or outside of the premises.

11. DRESS CODE

- 11.1 Please note that NEO operates a dress code. Smart casual dress is required for all indoor dining and cocktail bar.

12. CARD DETAILS

- 12.1 Card details are required for deposits as well as a security against loss of business due to customers failing to honour their booking.
- 12.2 If no deposit is required for the booking nothing will be charged to your card unless you fail to give the required hours' notice of a cancellation (see cancellation policy).
- 12.3 We request that you notify us of any changes to the numbers in your party, failure to do so may result in a cover charge (see cancellation policy).
- 12.4 Your card details are securely held by our PCI Compliant Payment Gateway. NEO Reservations 01202 203 610 or info@neorestaurant.co.uk

13. ACCESSIBILITY

- 13.1 Please note that NEO has no access to the upper floor via a passenger lift. We will always try to accommodate anyone with walking difficulties or wheelchair users on the ground floor or terrace when possible.