



GRAND CAFÉ: COCKTAILS: DINING

## TERMS & CONDITIONS

### 1. CANCELLATIONS

- 1.1 All cancellations must be submitted in writing, by email to [info@neorestaurant.co.uk](mailto:info@neorestaurant.co.uk). 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 24 hours. Any cancellation within 24 hours or in the case of a no show, will incur a cover charge of £24.99 per person to the card provided.
- 1.4 For parties over 6 or more where the non-refundable deposit has been paid, the non-refundable deposit can be used within the next 6 months starting from the original booking date.
- 1.5 For private dining room, please see paragraph 2.5.

### 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.
- 2.3 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.
- 2.4 In case of any cancellation for up to 12 people, the non-refundable deposit can be used within the next 6 months starting from the original booking date. For parties of over 12 the deposit can be used within the next 3 months starting from the original booking date.
- 2.5 Private dining room deposits are non-refundable and non-transferable.

### 3. PRE-ORDERS

- 3.1 For parties of 8 or more, we require a food pre-order of everyone's choices.
- 3.2 Food pre-orders to be provided by at least 3 working days prior to arrival.
- 3.3 Please send your pre-order by email to [info@neorestaurant.co.uk](mailto:info@neorestaurant.co.uk). Our a la carte menu is available on our website.
- 3.4 For parties of 14 or more, food pre-orders to be provided at least 5 working days prior to arrival, from our specially selected set menu.

### 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 festive menu lunch parties, we require a £15 non-refundable, non-transferable deposit per person to confirm bookings.
- 5.2 For Christmas festive dinner menu parties, we require a £20 non-refundable, non-transferable deposit per person to confirm bookings.
- 5.3 Final numbers and full pre-payment for all pre-ordered items are due 10 working days prior to your event.
- 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 12.5% 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.
- 7.4 **Prix Fixe Menu** - is based on seasonality and may change daily. Valid for up to 14 covers per booking only (for larger groups, tailor made set menus available). **This menu is not available during:** Graduation Week (6th - 12th November 2023), December 2023, Valentine's Day (14th February 2024)
- 7.5 **Sunday Prix Fixe Menu** - is based on seasonality and may change every Sunday. Valid for up to 14 covers per booking only (for larger groups, tailor made set menus available). **This menu is not available during:** Christmas Eve (24th December 2023), New Year's Eve (31st December 2023), Mother's Day Sunday 2024
- 7.6 **Afternoon Tea Menu** is **not available during** Graduation Week (6th-10th November 2023)

### 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](mailto: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.