

# NO TWELVE

E L D O N C H A M B E R S

Restaurant terms and conditions:

**Reservations and authorisation:**

Reservations are made through our website and require a pre authorisation. The money will not be taken from your account unless you break our booking terms and conditions.

**Tasting menu:**

All bookings require card details to confirm your reservation.

In the event that the booking is not honoured or is cancelled with less than 48 hours' notice a cancellation fee of £70 per person will be charged to the card. Please note that special terms & conditions may apply for key seasonal dates.

**Group bookings:**

All bookings require card details to confirm your reservation.

In the event that the booking is not honoured or is cancelled with less than 48 hours' notice a cancellation fee of £20 per person will be charged to the card. Please note that special terms & conditions may apply for key seasonal dates.

Any changes or cancellations made after this time break our booking rules meaning we can take your authorisation money. If you turn up to the restaurant without the full party, we have the right to take a partial amount of the money on a price per head basis.

**Dinner menu:**

All bookings require card details to confirm your reservation.

In the event that the booking is not honoured or is cancelled with less than 24 hours' notice a cancellation fee of £20 per person will be charged to the card. Please note that special terms & conditions may apply for key seasonal dates.

Any changes or cancellations made after this time break our booking rules meaning we can take your authorisation money. If you turn up to the restaurant without the full party, we have the right to take a partial amount of the money on a price per head basis.

For all reservations, please arrive at the correct time slot and wait to be seated at the front door.

**Allergens:**

We require notice of at least 24 hours on all allergies and food intolerances. We ask that if you have specific allergies or dietary requirements that you speak to the restaurant prior to booking a table. There are some allergies that we cannot cater for, to save disappointment contact us first.

**Restaurant requests:**

If you have any requests for the restaurant, please contact us ahead of your reservation. We are more than happy to help you with celebrations and requests, but we must be informed as soon as possible. We are happy for you to bring decorations with you, but we cannot allow confetti on the tables or large sparklers for deserts.

Out of house cakes can be brought in, however there will be a charge of £20 added onto your bill.

### **Restaurant rules:**

We ask that you are respectful to our staff at all times. We are a safe space for everyone and will not accept any rude or offensive behaviour towards other customers or any of our staff. We have the right to ask you to leave our premises if this is the case.

(This also includes any slander or offensive behaviour via email, or online)

Please enter and leave the restaurant quietly and with respect for our neighbours as we do have a hotel next door.

All of the items in the restaurant belong to us, please do not take anything home with you. If you are caught taking something of the premises the police will be informed.

The restaurant is located in Nottingham City Centre. We do not have any parking on site and are located within a private courtyard.

Children are allowed on the premises but must be accompanied by an adult at all times.

Dogs are allowed on the premises at all times – please let the restaurant know if you do not want to be located near any dogs.

The restaurant is set over three floors. Our toilets are located in the basement of the building and we have two levels of dining, one on the ground floor which is disabled accessible and one on the first floor up a flight of stairs.

We do not have a disabled access toilet.

### **Alcohol consumption:**

Alcohol can be consumed on site and for further details on the times and restriction please see our alcohol license. We have the challenge 25 scheme in place at No.Twelve meaning that if you do look under the age of 25 we can ask to see your ID before serving you. If you have been asked for proof of age and cannot produce it, we will not serve you alcohol.

It is against the law:

- To buy, or attempt to buy, alcohol if you're under 18
- For an adult to buy, or attempt to buy, alcohol for someone under 18
- To sell alcohol to anyone under the age of 18

We can refuse the sale of alcohol to an adult if they're accompanied by a child and we think the alcohol is being bought for the child. And the police have the power to confiscate any alcohol they believe will be drunk by someone under-18 in a public place.

It's a criminal offence to use false or borrowed ID to gain entry to licensed premises or to buy alcohol. The maximum penalty is a £5,000 fine and up to 10 years in prison.

It is also against the law to:

- Knowingly sell alcohol to someone who is drunk
- Knowingly buy or obtain alcohol for a drunk person in a licensed premises

### **Cancellation policy:**

Guest cancellations of meal experiences and monetary voucher bookings are subject to the cancellation policy of that restaurant; guests may be charged a cancellation fee. Where a voucher has not been used due to the cancellation of a booking, the voucher remains valid until used or expired.

In the unlikely event a booking is cancelled by the company the voucher shall remain valid and the company will make every endeavour to rebook the reservation at a mutually convenient time within the next 12 months.

The company cannot be held liable for any travel or accommodation costs in relation to a cancellation.

#### **Gift vouchers & Tasting menu vouchers:**

- All No. Twelve Restaurant vouchers are to be redeemed in store only.
- All postage of vouchers is to UK addresses only. Please allow up to 7 days for Royal Mail signed for delivery.
- All vouchers are valid for 12 months from the date of sale. Vouchers not used within this time will be forfeited with no entitlement to refund or exchange. It is not possible to extend the voucher beyond the stated 12 month validity period.
- Vouchers cannot be used on certain holidays such as Christmas Day or New Year's Day or certain promotional days such as Valentine's Day or Mother's Day. Please ask when booking.
- Once vouchers have been fulfilled (completed and sent out to you and paid in full) they are non refundable or exchangeable
- Vouchers used on tasting menus available during promotional periods such as the Festive season (November and December) will be subject to a supplement, payable on the day. Please ask when booking.
- Vouchers for experiences (tasting menus) cannot be used in conjunction with any other offer, discount, promotion or government incentive.
- Reservations are subject to availability, at our discretion. Please head to the website to make a reservation via our bookings system. Purchase of a voucher is not a guarantee of a reservation.
- Vouchers must be presented by the bearer on arrival.
- Vouchers can be purchased either in store or online only.
- Vouchers are all physical and we cannot accept an email receipt or proof of purchase via your bank.
- Vouchers can either be sent via royal mail to any uk address or collected in store. If you have chosen to collect the voucher, the restaurant will keep this for 6 months and will inform you when it is ready to be collected. We will send out a reminder email to collect the voucher but if it hasn't been collected 6 months after the purchase date, we cannot accept any liability for its loss.
- Vouchers can be used as full or part payment on goods at No. Twelve Restaurant. Purchases made with vouchers are not refundable in cash - vouchers can only be used for multiple transactions; any remaining amount is not exchangeable for cash however we can write you a new voucher, but this will have the same expiry date on as the initial voucher.
- Tasting menu vouchers, where applicable, include a cover charge, however any items ordered in addition to the experience e.g drinks or side dishes, are not included and will be payable on the day. A 12.5% discretionary service charge will also be applied to your experience or meal on the day.
- Vouchers are not refundable in cash or replaceable if lost, destroyed or stolen.
- Risk will pass to the customer upon delivery and title will pass upon receipt of payment in full. Where vouchers are dispatched via royal mail, we are not liable for the loss via this company.

- Vouchers will be sent via post to the address specified, if this address is wrong please inform the restaurant as soon as possible via email to change this. If the voucher has already been dispatched the risk has therefore been placed onto the customer and amendments cannot be made.
- Vouchers bought as a gift must be given in the physical form as we will not accept a email receipt of purchase.
- The company reserves the right to amend these terms and conditions without prior notice.