



### **Terms and Conditions for dinner bookings of 10 or more people at Havana Bar.**

Tapas is such a wonderful way to share food with good friends. But it can sometimes be logistically difficult catering for large groups. As we are a small and busy restaurant, it is necessary for us to clarify our policies regarding group bookings. Please understand that this is to ensure smooth service for you and for us, and it means that we can allow as many people as possible to enjoy our food.

- On initial enquiry, we will send you a menu with options for your event. Your party must agree on the amount they want to spend per person, and the plates that will be served. We cannot do special menus for individuals in a group booking (please note, if someone has dietary requirements/allergies, let us know **at this stage** and we will discuss options with you). *We recommend you email these terms and conditions with attached menu options to your whole party.*
- On initial confirmation of the number of guests and clarification of your menu, we will email you an invoice for a 20% deposit of your food bill and once this has been paid via credit card or online banking, your booking will be confirmed. *This deposit will be fully refunded if a cancellation is made 2 weeks (14 days) in advance, and 50% will be refunded if the cancellation is made one week (7 days) in advance. Any cancellation under 6 days will forfeit the whole deposit.*
- We will reconfirm numbers with you 2 working days before your booking. **This will be the final confirmation.** On the day of your booking, your menu will be clarified (please note, all menus are subject to seasonal change), and charges will remain as previously negotiated. *Please understand that as the coordinator of this function, you are responsible for organising your friends. If some don't show up on the night, the cost of the food bill will remain as the amount clarified 2 days before your booking (final confirmation number).*

### **On the day of the event-**

- In the evening especially, it is our policy to have your group meet and gather in the bar. Once **everyone** has arrived, we will bring you through to be seated in the restaurant. If you have booked for 6pm and everyone has not arrived by 6:15pm, we may have to seat your table and start your meal anyway. *We recommend that you tell your friends to arrive early, between 15 minutes to half an hour before your booking time. This allows leeway for any late comers and means it will not compromise your or their dining experience.*
- Upon finishing your meal with us, you will be given **one bill for your table** (your deposit will be deducted from the total bill). *Group bookings have a non-negotiable one bill per table policy; processing multiple payments at the counter can be lengthy and complicated. If you do wish to divide your bill, everyone must bring cash on the night so you can settle your bill at your table.*
- Upon payment of your bill, you may be asked to move through to our bar to allow room for the next group of people waiting to dine in the restaurant.

We know this must seem like a lot to take in, but we figure it's better to outline all of our policies so everyone is clear and happy. If we can be well organised, it means less confusion and more time for frivolity on the night!

Please feel free to contact us with any queries.

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