

## TERMS & CONDITIONS

**Red Lion Inn Limited** is a company registered in England and Wales at Times Building, South Crescent, Llandrindod Wells, Powys, LD1 5DH with registered company number 08746829 operating [www.redlionpenderyn.com](http://www.redlionpenderyn.com) (the '**website**') and The Red Lion Inn, Church Road, Penderyn, CF44 9JR (the '**premises**').

The following terms and conditions apply to all guests:

### 1. OPENING TIMES

1.1. The opening times can be found on the website at this page:

<https://www.redlionpenderyn.com>

1.2. We reserve the right to alter the opening times without prior notice.

### 2. AGE RESTRICTION

2.1. You must be aged 18 years or above to make a reservation.

### 3. WALK-INS

3.1. You do not always have to make a reservation online or by telephone. We accept walk-ins at any time but we cannot guarantee service if we are fully booked.

### 4. TELEPHONE RESERVATIONS

4.1. You can make reservations by telephone. The number is 01685 811914

### 5. ONLINE RESERVATIONS

5.1. You can make your reservation conveniently online at this page:

<https://redlionpenderyn.com/contact.html>

5.2. We accept same-day online reservations upto 30 minutes before the required reservation time.

5.3. When you make an online reservation, we immediately confirm your reservation by email ('**Reservation Confirmation**').

### 6. STORAGE OF CREDIT/DEBIT CARD DETAILS

6.1. At the time of booking we will require credit card details to confirm your reservation. These are kept safe in tokenised form using a PCI compliant service and are only held for the purposes of the booking only. Full details are available at this page:

<https://stripe.com/gb/privacy>

### 7. RESERVATION CONFIRMATION

7.1. All online reservations will be confirmed via email.

7.2. Please bring evidence of your Reservation Confirmation (with booking reference) upon arrival and any deposit receipt where applicable.

### 8. GROUP BOOKINGS:

8.1. The largest group booking we accept is for twelve (12) people.

- 8.2. For group bookings of 10 or more you will be required to pre-order starters and main course choices for each person.
- 8.3. Pre-orders must be received by us no later than 24 hours prior to your reservation.
- 8.4. If a pre-order is not received within 24 hours of the reservation we reserve the right to cancel the booking and the card you provided to us when making your reservation will be charged £10.00 per person which is non-refundable.

## **9. TABLE RESERVATION TIME**

- 9.1. Your table shall remain reserved for 15 minutes past your booking time. Should you arrive more than 15 minutes after your booking time without notice, your reservation may be cancelled and your table re-allocated. If you are simply running late please inform us and we will do our best to accommodate you although this might not always be possible.
- 9.2. We would respectfully ask that you are ready to be seated at the time of your reservation.
- 9.3. We reserve the right to refuse service if these times are not adhered to.
- 9.4. On occasion we may need to hold you back to a later time to ensure the best possible level of service to all our guests.

## **10. TABLE AVAILABILITY**

- 10.1. How long you are entitled to occupy your table depends on the size of your party and the reservation time.
- 10.2. Time begins from the agreed reservation time and is regardless of the time of arrival. Please therefore ensure that you arrive in plenty of time.
- 10.3. If you are a large group, we suggest that all guests arrive at least 5 minutes before your reservation time.
- 10.4. Our booking system automatically notifies you of any time restriction at the point of booking e.g. we respectfully require your table back at 8:00pm. This will also appear on your Reservation Confirmation email.
- 10.5. For bookings made via telephone you will be notified of any time restriction verbally at the time of booking.
- 10.6. If you will need your table for longer please contact us prior to booking to discuss available options, however we cannot guarantee this will be possible on all occasions.

## **11. BOOKING ALTERATIONS**

- 11.1. You can edit the time of your reservation or alter the number in your party, subject to availability, by either calling 01685 811 914 or by using the "Edit" your booking link on the Reservation Confirmation email.
- 11.2. In the instance of a significant reduction to the number in your party, made less than 24 hours in advance, the card you provided to us when making your reservation may be charged a **fee of £10.00 per person** which is non-refundable.

## **12. CANCELLATION & CANCELLATION FEES**

- 12.1. You can cancel a reservation free of charge at any time up to 24 hours before your reservation time by either calling 01685 811 914 or by using the "Cancel this reservation" in the 'Edit' section of the Reservation Confirmation email.
- 12.2. In the instance of a no-show or cancellation made less than 24 hours in advance the card you provided to us when making your reservation may be charged a **cancellation fee of £10.00 per person** which is non-refundable.
- 12.3. We reserve the right to cancel a booking at any time without any liability.
- 12.4. We reserve the right to restrict, suspend or terminate your access to our booking system on our website ([www.redlionpenderyn.com](http://www.redlionpenderyn.com)) if we believe that you are misusing it or if you are in breach of these Table Booking Terms.

### **13. PRICES & PRODUCT AVAILABILITY**

- 13.1. Whilst we make every effort to insure that the prices and products on our menus and website are up to date and correct they are not guaranteed and are subject to change without notice.
- 13.2. When menu and/or price changes are made, those changes may not be immediately reflected on the website.

### **14. CONSUMPTION OF OWN FOOD & DRINK**

- 14.1. Guests may only consume food and beverages purchased on the premises.
- 14.2. Guests may bring along their own birthday cakes by prior arrangement.

### **15. DRINKS ONLY**

- 15.1. We offer a separate bar area which guests are welcome to use for drinks only.

### **16. KITCHEN LAST ORDERS**

- 16.1. Our kitchen will cook all food orders received no later than fifteen (15) minutes prior to the advertised kitchen closing time provided that you have arrived and are sat at your table.

### **17. CHILDREN**

- 17.1. All children must be accompanied by an adult and remain supervised at all times.
- 17.2. We cannot accept any responsibility or liability for any accident or personal injury suffered by any unattended children during your visit.
- 17.3. Due to space limitations we **do not** allow prams, pushchairs or highchairs on the premises and **do not** provide baby changing facilities.
- 17.4. Guests are welcome to bring their own seating for babies however the seating must be able to be attached to a normal chair. The attaching and use of the seating is done so entirely at your own risk and we accept no liability for any damage or injury caused from the use of seating provided by guests.

### **18. BABY FOOD**

- 18.1. We are unable to provide baby food and unable to heat baby food or milk bottles. However, if required, we can provide a bowl of warm water so that you can heat up baby food or milk bottles yourself. You shall be solely responsible for your actions with regards to all health and safety in this regard.

18.2. You must also make staff aware of any allergens that are contained in the baby food to prevent the risk of any cross contamination.

## **19. SPECIAL DIETARY REQUIREMENTS**

19.1. Allergen information is available on request from a member of staff.

19.2. Most special dietary requirements can be accommodated by contacting us a minimum of 24 hours in advance of your reservation.

## **20. VEGAN**

20.1. We may serve food that can be classified as 'vegan' but we do not cater specifically for this. It is recommended to check current menus or make enquiries prior to booking.

## **21. RESTAURANT VOUCHERS**

21.1. If you have vouchers to use against meal orders, please let us know upon your arrival.

## **22. SERVICE CHARGES**

22.1. We do not impose services charges as standard. It is your choice as to whether you would like to pay a gratuity.

## **23. LOST PROPERTY**

23.1. We cannot accept any responsibility for any items lost, damaged or stolen whilst on the premises.

23.2. We will hold any lost property found for approximately ninety (90) days. We cannot guarantee to keep items for longer than this.

23.3. We will dispose of any remaining items in an environmentally friendly manner where possible. This includes donations to registered charities.

## **24. DAMAGED PROPERTY**

24.1. Please do not leave any personal belongings unattended at any time. We will not be liable or responsible for any loss, theft or damage to your personal belongings.

24.2. We will not be held liable for any loss or damage caused to a guest's vehicle.

## **25. RIGHT OF REFUSAL**

25.1. We reserve the right to refuse a guest entry if, on arrival, management reasonably considers that the guest is under the influence of drink or drugs, is unsuitably dressed or is behaving in a threatening, abusive or otherwise unacceptable manner.

25.2. We reserve the right to require a guest to leave if he/she is causing a disturbance, annoying other guests or staff or is behaving in an unacceptable manner.