

THE MERCHANT

CANARY WHARF

BOOKING POLICY

On this page, you will find all the terms and conditions for bookings. Please read through these and let us know if you have any questions or concerns.

At The Merchant we aim to offer a fun, casual atmosphere, and can get very busy at times therefore if you book a drinks party we cannot guarantee seating for your whole group. Instead we will provide a mix of seating and standing space

Deposits & payments

To confirm a booking for 10 or more guests we will take a card authorisation online of £50. This is not a charge but a security swipe, your card will only be charged this amount if you fail to show without giving us 24 hours' notice. Unfortunately we are unable to authorise AMEX cards so in this instance we would need to take a £50 deposit which can be redeemed against the spend on the day. For bookings of more than 25 guests we may ask for a £5 per head deposit which can be taken off your final bill on the day or any pre-orders which you may make. We reserve the right to charge £5 per person fee based on a larger reduction of numbers made on the day. We therefore suggest that you notify us as soon as possible of a significant change in numbers to avoid this charge.

Cancellations

Sometimes things don't always go to plan, and we understand this. However, if you do need to cancel with us, or need to make changes to your booking we would appreciate it if you let us know as soon as possible, at least 24 hours in advance. If you cancel after this time and have paid a deposit this is non-refundable unfortunately, any money authorised on a card may also be charged.

Pre-orders

Discounted drinks packages are only available when pre-ordered. For bookings of over 10 guests that are dining with us we may ask for a pre order, or that you order from a reduced menu on the day.

Allergies

Please let us know of any dietary requirements or allergies when you submit your food order so we can plan accordingly. If you need information on allergens, please ask and we will be happy to provide this information.

Minimum spends

We do not have minimum spends other than our festive period, the only time we would ask for a minimum spend is if you wish to have sole hire of the venue.

Service charge

A discretionary 12.5% service charge is added to all tables.