**BOOKING TERMS & CONDITIONS**

MINIMUM SPEND AND HIRE CHARGES

Your booking may be subject to a minimum spend requirement or a hire charge, which may vary depending on the date or weekday of your event.

Any minimum spend will take into account both food and drink spend for your group but excludes service charge. You may be required to run a tab for your event where a minimum spend is in place so that is can be tracked.

Hire charges include setting the furniture to your requirements, cleaning, other associated staffing costs and use of AV equipment for presentation purposes.

Hire charge does not include AV for bands and DJ’s. We can help organise this at an additional charge or put you in touch with a recommended supplier.

CONFIRMING A BOOKING

Bookings can be held on a provisional basis for a temporary period of time when required, but if we get other interest in the space you will be required to either confirm the booking or release the hold within 24 hours of such request. If we do not hear from you within this time the space will be released.

To confirm your event booking at The Tea Merchant, we require a 20% deposit which is redeemable against your final event bill and/or room hire charges. See “PAYMENTS” for details on the payment methods we accept. Reservations are only confirmed once a deposit has been paid. Depending on the nature of your event booking we reserve the right to reduce the size of an area, should fewer guests turn up than we have allocated space for.

CANCELLATIONS

If for any reason you need to cancel your event the below cancellation terms will apply:

For Sunday and mid-week hires your deposit is fully refundable up until 14 days prior to your event. For all December bookings and any Friday or Saturday bookings we reserve the right to withhold your deposit if we are unable to resell the space to another customer.

If a booking is cancelled with less than 7 days prior to your event then unfortunately we will have to charge you for the cost of all food ordered.

PAYMENTS

We accept all major debit and credit cards and cash. Unfortunately we do not accept cheques and all bills must be settled on the day. If you wish to pay by BACS, please let us know at least 14 days prior to your event as we need the payment cleared in our account at least 7 working days prior to the event date.

FOOD ORDERS

We require a pre-payment in full for all pre-ordered food and we need final numbers (including details of all dietary requirements) at least 7 days prior to your event. If this number is higher than the number originally confirmed when you paid the bill any outstanding total is payable immediately. After this time, if you need to increase your numbers we will do our very best to accommodate you but are unable to guarantee this. Any reductions in numbers with less than 7 days’ notice can be adjusted but will still be charged for.

If you require information regarding the presence of allergens in any of our food or drink, please ask us in advance and we will be happy to provide this information. Whilst a dish may not contain a specific allergen, due to the wide range of ingredients used in our kitchen, foods may be at risk of cross contamination from other ingredients.

SERVICE CHARGE   
A 12.5% service charge is added to all food and drink bills for groups over 8. If you would like to pay this a different way, or if you did not think our service was up to scratch on the night, then please let us know and we will remove it from your bill. Please rest assured though, that all tips go directly to the members of staff who serve you.