



## Restaurant Booking and Cancellation Policy

### Restaurant Booking Policy

Booking a table at The Moorhen Bistro couldn't be simpler. We take all our online bookings using Open Table. Just use the form below to reserve your table and we'll process and confirm your booking in just a few minutes.

We strongly recommended that groups reserve a table in advance by contacting the team directly.

**Tel:** 01947 488005

**Email:** [contact@themoorhen.co.uk](mailto:contact@themoorhen.co.uk)

If a reservation is made then the table is yours for the whole of service and we do not normally ask you to vacate a table. However, should you arrive more than 30 minutes after your booking time without forewarning, then you may lose your table to another group.

We would respectfully ask that you are ready to be seated at the time of your reservation. Should you arrive after your booking time, we may need to hold you back to a later time to ensure the best possible level of service to all our guests.

It is essential that we are notified of any specific dietary requirements prior to your visit to ensure that we can cater for you appropriately. If you have not informed us at the point of booking, please contact the restaurant to discuss your requirements with a member of our team.

Tables are allocated on the day by the restaurant team and although we will do everything we can to allocate a table in your preferred area of the dining room, we cannot always guarantee this.

### Cancellation Policy

The restaurant's continued viability relies on reservations being honoured by our customers, and adequate notice being given of any changes or cancellations.

Accordingly, the following applies:

1. We reserve the right to charge a cancellation fee for any booking that is cancelled, or if numbers are reduced without prior notice.
2. For all bookings, you must notify us of a cancellation or any changes to the number of guests at least 24 hours prior to your booking.
3. Moorhen Bistro reserves the right to charge a cancellation fee of £15 per person for any bookings changed or cancelled within this 24 hour notice period.
4. The cancellation fee reflects the cost incurred by Moorhen Bistro in terms of staffing, food, and any lost revenue as a result of turning away other potential bookings.
5. We will notify you if any cancellation fee is applied.
6. Any bookings which fail to turn up without any prior notice, will also incur a £15 per person fee.