Butcombe Group – Mother's Day Booking Terms & Conditions

Deposits
A £10.00 deposit per person is required to secure all Mother's Day bookings (regardless of age).
Please note: your booking is only confirmed once the deposit has been received.

Cancellations & Refunds
All cancellations must be made in writing at least 3 days prior to your booking date and time to receive a refund of any deposit paid.

- Cancellations made more than 3 days in advance: deposits will be refunded in full
- Cancellations made within 3 days of the booking date/time: deposits will be forfeited and are non-refundable
- No-shows: deposits will be forfeited and are non-refundable

Changes to Guest Numbers
If your party size reduces within 3 days of your booking date/time, deposits paid for the reduced guests may be forfeited.

Seating Time, Table Duration & Late Arrivals
Your seating time and table duration will be outlined in your confirmation details.
To ensure we can accommodate all guests on the day:

- Tables will be held for 15 minutes from your booking time
- Arrivals later than 15 minutes may result in your table being released, and we may be unable to accommodate the booking

Dietary Requirements & Allergens
Please advise us of any dietary requirements or allergies in advance, so the team can best support your visit.
While we take care in preparation, we cannot guarantee an allergen-free environment.

How to Cancel in Writing
To cancel your booking in writing, please either:

- Reply to your booking confirmation email, or
- Email the venue/reservations team directly via the contact details provided on your confirmation

Please include your booking name, date/time, and party size.

Liberation Group – Mother's Day Booking Terms & Conditions

Deposits

A £10.00 deposit per person is required to secure all Mother's Day bookings (regardless of age).

Please note: your booking is only confirmed once the deposit has been received.

Cancellations & Refunds

Cancellations must be submitted in writing at least 3 days prior to your booking date and time to receive a refund of any deposits paid.

- Cancellations made more than 3 days in advance: deposits will be refunded in full
- Cancellations made within 3 days of the booking date/time: deposits will be forfeited and are non-refundable
- No-shows: deposits will be forfeited and are non-refundable

Changes to Guest Numbers

If your party size reduces within 3 days of your booking date/time, deposits paid for the reduced guests may be forfeited.

Seating Time, Table Duration & Late Arrivals

Your seating time and table duration will be outlined in your confirmation details.

To allow us to manage the service fairly for all guests:

- Tables will be held for 15 minutes from your booking time
- Arrivals later than 15 minutes may result in your table being released, and we may be unable to accommodate the booking

Dietary Requirements & Allergens

Please let us know of any dietary requirements or allergies in advance.

Whilst we take great care, we cannot guarantee an allergen-free environment.

How to Cancel in Writing

To cancel in writing, please either:

- Reply to your booking confirmation email, or
- Email the venue/reservations team using the contact details provided within your confirmation

Please include your booking name, date/time, and party size.