



# DARK HORSE<sup>®</sup>

M U M B L E S  
BAR & KITCHEN

## TERMS & CONDITIONS

Effective Date: 9th October 2024

### Terms & Conditions

Our detailed terms and conditions are outlined below. Should you have any further queries or requests ahead of your visit, please do not hesitate to contact us. An e-mail address must be provided upon making a booking at any of our restaurants, as this link will be provided on booking confirmation e-mails.

- Reservation conditions
- Cancellation policy
- Table allocation
- Food safety & allergens
- Cashless payments
- Covid-19
- Privacy Policy
- Guest WiFi terms & conditions

### Reservation Conditions

Tables are available for 2 hours (with exception of Beaujolais Day, Christmas Day, Boxing Day, New Year's Eve, New Year's Day, Valentine's Day, Mother's Day & Father's Day) or such shorter time communicated to you in your booking confirmation, after which they will be re-booked for another customer. Please [contact us](#) if you would like to stay at your table for longer than 2 hours and, if we have space available, we will do our best to accommodate you. Please note we may require a valid credit card number to confirm bookings. Unless we specifically refer to a "refundable deposit", we do NOT charge anything to the credit card unless the booking is not cancelled within 24 hours or the booking is a "no show" the charge will be £10.00 per person. A discretionary 10% Service Charge will be automatically added to bills.

We respectfully ask that you are ready to be seated at the time of your reservation to ensure the best possible level of service to all of our guests. If you are running late, we kindly ask that you notify us by telephone at your earliest convenience. Your table will be held for 15 minutes after which time it may be allocated to another customer.

Should you wish to have a drink prior to being seated, please arrive earlier or change your reservation to a later time. You may continue your experience in the bar area for drinks after your meal.

### Cancellation Policy

We require at least 24 hours notice for every cancellation. Parties of 8 or more people will be required to pay a non refundable £5 deposit per person to secure the table. If a booking is not cancelled within 24 hours or the booking is a "no show" a £10.00 per person charge will apply. Refundable deposits are credited in full to your account balance on payment on departure.

### Table Allocation

Due to the large number of requests, unfortunately we cannot guarantee window tables or specific areas when taking reservations, but we will do our best to accommodate your requests. Your understanding is appreciated.

### Food Safety and Allergens

We respectfully ask that food that has not been prepared in our kitchens is not consumed on our premises. For the avoidance of doubt, this includes celebratory cakes so please ask if you would like a cake made at Banjo or Oyster Box. Jersey Crab Shack offers celebratory puddings only. At least 48 hours' notice is required, so please call or e-mail your chosen restaurant as far in advance as possible. The reasons we have implemented this policy are that we are (i) often unable to find a place to store the cake in a fridge, which is often required for food safety purposes, (ii) the service of food not on the menu can impact our quality of service to the customer who brought the cake and customers on other tables, especially if we were not warned in advance, (iii) in the event of an



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alleged food poisoning or serious allergic reaction of one of our guests, we would be unable to trace the source in accordance with our Food Safety procedures.

We cater for most dietary requirements and have strict policies in place for customers with food allergies. These policies and our allergen menus are available to view online. Please let us know of any allergies before you place your order at the restaurant, and check our allergen menu before choosing your dish. This will ensure that we are able to follow our food allergy policy, and take all reasonable precautions to avoid cross-contamination. We are happy to respond to any specific requests for further information regarding allergens in our kitchens prior to your visit. All of our managers, wait staff, chefs and kitchen staff are fully trained on our allergen policy and any questions can be answered prior to orders being taken.

### Cashless Payments

Please note that we accept cash in restaurants and payments can also be made by Visa, Mastercard, Amex and debit cards. We can also receive payment via Apple Pay and Google Pay.

### Covid-19

By making a booking, guests confirm that they agree to adhere to any relevant Government requirements that may be in place at the time of their reservation, including, but not limited to, providing contact details for the purposes of track & trace; wearing face masks; and practicing physical distancing, if required. Guests also confirm that they do not have symptoms of covid-19.

Please note that, should any restrictions be in place at the time of your visit, our service may also be affected or reduced.

### Privacy Policy

We have a detailed Privacy Policy dealing with how we use your personal information. Please see our full privacy policy on our website.

### Guest WiFi

By accessing our guest WiFi, you agree that you are of legal age, and have read, understood, and accept our terms and conditions.

- The guest WiFi is provided at the Dark Horse's discretion, for guests to use while visiting our venues.
- We are unable to guarantee the WiFi service, or particular WiFi speeds. Guest access to the network may be blocked, suspended, or terminated at any time, for any reason.
- Guests using the WiFi agree that they are fully responsible for their use. Guests agree not to use the WiFi network for any unlawful, immoral, or otherwise prohibited purpose.
- The Dark Horse are not responsible for any content accessed by the user through the WiFi, and cannot be held liable for any damage, undesired resources, or detrimental effects arising from, or connected to, usage of the Guest WiFi.
- The Dark Horse reserve the right to change the service, the features of the service, or the terms and conditions, at any time without notice to the user.

Last Updated: 9th October 2024