

Restaurant terms & conditions

The Mansion restaurant booking terms & conditions

- We have a 15 minute grace period. Please call us if you are running later than 15 minutes after your booked time. If you are more than 15 minutes late and not made us aware, your booking will be cancelled and will be allocated to waiting guests.
- We may contact you about this booking, so please ensure your email and phone number are up to date.
- You can book online for up to 8 guests. We are happy to accommodate larger groups or for private dining parties in our beautiful Montefiore room. Please contact our reception team for more information.
- For Lunch & Dinner bookings a discretionary 10% service charge will be added to your bill.
- For tables of 8 or more a deposit of £10 per person which will be deducted off your bill. If you fail to cancel your booking 72 hours prior to your reservation, we reserve the right to retain your deposit. Your card details are securely kept with our third party Braintree.
- You can book a table 6 months in advance, if you would like to book a table further in advance please contact our reception team.

Dining Pod bookings terms & conditions

- Dining Pod Bookings there will be a minimum spend per pod:
Monday – Friday Lunch £150.00
Monday & Tuesday Evenings £100.00
Wednesday – Saturday Evenings £200.00
Sunday s £200.00
- For all dining pod bookings a discretionary 10% service charge will be added to your bill.
- To book a Dining Pod we reserve the right to pre-authorise the guests card of £20 per person. A pre-authorisation is a temporary hold of a specific amount of the available balance on a credit or debit card that is provided upon booking. The pre-authorisation is not a charge and no funds have been debited. If you fail to cancel your booking 72 hours prior to your reservation, we reserve the right to charge your card the pre authorised amount. Your card details are securely kept with our third party Braintree.
- We have a 15-minute grace period. Please call us if you are running later than 15 minutes after your booked time. If you are more than 15 minutes late and not made us aware, your booking will be cancelled and will be allocated to waiting guests.
- Dining Pods advisory – Each pod has heating and cooling units to ensure your experience is enjoyable. The pods are subject to increase in temperatures and if we believe the pods would cause an issue for your experience, we will contact you with any changes.

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Afternoon tea

- Full payment is required at time of booking.
- All payments are non-refundable, but date of booking can be changeable up to 48 hours before time of booking.

Gift vouchers/cards

- The value on the gift voucher/card can be used as full or part payment.
- The voucher cannot be exchanged for cash.
- All credit on the gift voucher/card must be used by the expiry date which is 12 months from the date the gift voucher/card was purchased. Any balance left after 12 months of not being used will be deducted.
- The Mansion reserves the right to amend these terms and conditions at any time or withdraw the voucher/card on reasonable notice. Your statutory rights are not affected.