

Thank you for considering your reservation with The Cross at Kenilworth if you would take a moment to please read our Terms & Conditions carefully.

For all reservations we kindly request that diners give us notification of a cancellation or if an amendment is required.

**Cancellation policy:** We operate a 48 hour cancellation policy for all reservations on Friday, Saturday and Sunday. If you cancel your reservation with less than 48 hours' notice, a fee of £25 per person will be charged to the card details provided upon making your reservation.

**Parties of 8 or more:** If you cancel with up to 1 week prior to the date of the booking a fee of £25 per person will be charged. If the cancellation is within 48 hours' prior to your booking there will be a fee charged of £50 per person for evening reservations or £30 per person for lunchtime reservations.

**December:** We operate a 48 hour cancellation policy for all reservations made in December. If you cancel your reservation with less than 48 hours' notice, a fee of £25 per person will be charged to the card details provided upon making your reservation

**Special Events:** (Including but not limited to Wine Dinners, New Year's Eve, Valentine's Day, Mother's Day, and Father's Day) we operate a 48 hour cancellation policy for all reservations made in December. If you cancel your reservation with less than 48 hours' notice, a fee of £50 per person will be charged to the card details provided upon making your reservation.

You are booking for a 'sit-down' time. If you wish to have an aperitif on arrival please arrive prior your reservation time. Please note that by booking the reservation you are agreeing to The Cross' policies.

*Please rest assured your card details are securely stored through Stripe which is fully PCI compliant. This is in accordance with the Data Protection act of 1998.*

## **Why our cancellation policy?**

Dear guest,

At The Cross at Kenilworth our primary concern is to provide the highest standard of food and service whilst giving our guests the best possible value for money. In order to do this, we've had to introduce a cancellation policy that, as restaurateurs and hosts, we like as little as you do.

Using only fresh and seasonal produce delivered every day we need to be able to forecast what we are going to use. Last minute cancellations and no shows result in food wastage which, apart from being ethically wrong, has a knock on effect in us giving you the value for money that we strive for.

At the same time, we want you to experience an attentive and seamless service, with the restaurant being staffed according to how busy we are. A big drop in covers and consequently business, effects the equilibrium and could affect the diners experience.

Ultimately, our guest experience is absolutely key and we do everything we can to accommodate each booking, however, when there are no shows, these table could have gone to other diners that we might have had to turn away and disappoint.

We are genuinely looking forward to having you dine with us and to giving you an unforgettable experience.

The Management

The Cross at Kenilworth

**Restaurant Booking Policy:** We can seat up to 60 guests during each service peak times may vary but we are only able to accommodate so many guests within each half hour period in order to ensure that you receive the best level of service from us, and we do ask that once you have secured a reservation at a particular time that you adhere to that time. We strongly recommended that groups reserve a table in advance by contacting the team directly: Tel: 01926 853840 Email: [enquiries@thecrosskenilworth.co.uk](mailto:enquiries@thecrosskenilworth.co.uk). If a reservation is made, then the table is yours for the whole of the service and we do not normally ask you to vacate a table unless on peak periods. 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 either hold you back to a later time or have you seated straight away 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.