

BOOKINGS POLICY AT THE STAR INN THE CITY, YORK

A 'Group Booking' is defined as any party of 6 or more to a maximum of 36 people with the following dining options:

Garden Room- up to 14 guests with non-exclusive use.

River Room- up to 13 guests with non-exclusive use or from 14 to 18 guests with exclusive use. (Please note there are two steps down into this room.)

Private Dining Room- a minimum of 14 guests to a maximum of 36 guests with exclusive use. (Please note this space has **no disabled access**.)

Please note that the maximum group size we can accommodate on Saturdays is 12 guests, and we do not offer any private dining options on Saturdays.

If guest numbers change subsequent to your original provisional booking, The Star Inn The City (York) Ltd reserves the right to relocate your group to a more suitable dining area for your revised group size.

ALL GROUP BOOKINGS OF 6 OR MORE GUESTS:

Group Bookings for Lunch or Dinner require a £10 per person deposit to secure the booking. Group Bookings for Breakfast or Afternoon Tea require a £5 per person deposit. All numbers must be confirmed and deposits paid a minimum of 7 days prior to the reservation unless otherwise agreed with The Star Inn The City (York) Ltd or the reservation may be cancelled. All group bookings remain provisional until the full deposit is paid.

At any point while your booking is provisional, should we receive a second request for the same date/time/private room as your provisional booking, we will contact you by either telephone or email (if only email has been provided) to request that any deposit must be settled within 24 hours. Failure to respond within these 24 hours with the deposit payment will result in your provisional booking being cancelled and your table being released to the second party.

In the case of Special Events e.g. Guest Chef Dinners, the deposit amount and the date by which we would require the deposit is advertised on individual event information. For Christmas period bookings (1st - 31st December inclusive) we reserve the right to request payment at the time of booking or before the 7 day minimum payment deadline, unless otherwise agreed with The Star Inn The City (York) Ltd.

Deposit Payment- Payment in pounds sterling can be paid via BACS, credit or debit card, or in cash. For all information regarding invoices please contact our accounts department on 01904 671051 between the hours of 10am and 4pm on weekdays, or email office@starinnthecity.co.uk.

Deposit Refund- Deposits can either be deducted from the bill at the end of your meal, or refunded directly back onto the debit or credit card with which the original deposit was made. We can only refund deposits in cash if the original deposit was made in cash. We can only refund the deposit once your full party is seated for the meal.

Menus- Groups are welcome to order from either the full All Day Menu plus Daily Specials, or the fixed price set Group Menu. Please note the whole group must order from the same chosen menu. We do not require a pre-order for any group booking, simply confirmation of which menu your group will be ordering from. We would prefer not to take any pre-orders, as we find they cause confusion, and we cannot guarantee all menu items will be available at the time of the meal. All menus are subject to change without prior notice. All dietary requirements should be communicated 24 hours before your booking. If your party would like to order in advance this information must be received 24 hours prior to the booking; we cannot guarantee to accommodate subsequent changes to a pre-order.

Cancellations and Amendments- For cancellations we must receive 48 hours' notice or you will forfeit any paid deposit. After a deposit is paid, should your party subsequently reduce in size we reserve the right to keep deposit values up to the original number of guests and it will be at the discretion of The Star Inn The City (York) Ltd in relation to full deposits being refunded, or to deposits being transferred to a later booking in the case of postponement.

If numbers for a private space (River Room or Private Dining Room) decline below the minimum capacity of 14 guests and you wish to keep the private space, a fee of £50 per person up to the minimum guest number requirements for that room will apply. (E.g. if you would like a private room for 12 guests in a room with 14 person minimum requirement, a £100 fee will apply; for 11 guests it would be £150, and so on). If the number of guests attending increases to be greater than the number of guests booked, or greater than the capacity of the table, we are under no obligation to provide facilities or cater for the additional guests.

Seating Times- If you have booked a group into either the Private Dining Room or the River Room for exclusive use, it is essential that your group is seated at the time you have booked, or we will not be able to guarantee prompt food service due to the fact that the restaurant is booked out by staggered time slots, and you might miss your allocated slot. The time for which you book is considered a seating time, not an arrival time - you may arrive prior to your booking time for drinks, but we do expect your whole party to be seated at the time for which you have booked.

Service Charge- We apply a discretionary 12.5% service charge to all tables of 8 or more. Service is not included on bills for parties of 7 or fewer. All gratuities are at the customer's discretion. 100% of all gratuities are shared equitably amongst our staff, both front- and back-of-house.

Customer Care- Any queries regarding your meal, service, or payment must be brought to our attention at the earliest opportunity, and in any case, prior to your departure from the restaurant. Should there be any matter you wish us investigate subsequent to your departure, including any potential billing errors, these should be brought to our attention within 4 days.

GENERAL BOOKINGS

Table Allocations- Please note that The Star Inn The City (York) Ltd cannot guarantee any specific table requests in the restaurant, River Room or Private Dining Room. We will, however, attempt to honour any requests made by a customer. We reserve the right to change the table a booking is allocated to, up until the time of seating.

No-Show Policy- The Star Inn The City (York) Ltd will hold a booking for 20 minutes past the original booking time to allow for unforeseen circumstances resulting in lateness. During this period we may attempt to contact you on any given contact details to ascertain whether you still require the table and to ensure there has not been a mistake with the date or time of the booking. After the 20 minute time slot has elapsed we reserve the right to give the table away to another customer or cancel the reservation. We respectfully request that you inform the restaurant if you anticipate arriving late or if you no longer require the reservation. As stated above, if a deposit has been paid to secure the table and you do not show within the 20 minute time slot or attempt to contact the restaurant to inform us you are running late, The Star Inn The City (York) Ltd. reserves the right to retain the full deposit.

Vouchers- If you have been given a gift voucher for The Star Inn The City, this may be redeemed against any purchase at any time of day and on any day of the week – there are no restrictions or days/times when vouchers may be redeemed. All vouchers have a 12-month expiry date and must be redeemed within this period or they will be invalid. We are unable to issue cash as change for vouchers, but can re-issue vouchers as change in denominations of £10, £20, £50 or £100. Gift vouchers purchased from The Star Inn The City (York) Ltd. cannot be used at any of our affiliated sites (The Star Inn The Harbour Ltd., The Star Inn at Harome, Mr P's Curious

Tavern), and any vouchers purchased at these sites cannot be redeemed at The Star Inn The City, as all four sites are fiscally independent from one another.

AFTERNOON TEA BOOKINGS

On any given day The Star Inn The City (York) Ltd will only accept a maximum group size of 8 guests for any Afternoon Tea booking and cannot offer any private dining options for bookings of this type. All dietary requirements must be communicated 24 hours in advance.

Unfortunately The Star Inn The City (York) Ltd. is unable to cater for a gluten- or dairy-free Afternoon Tea. There will be a £5pp deposit to secure tables between 6-8 guests which is payable 7 days prior to your booking. We do not offer the Afternoon Tea menu for guests dining outside on our Terrace area, as this offering requires a waiter and table service, and this is only available inside in the Garden Room, River Room or Upstairs Dining Room (table service in the River Room and Upstairs Dining Room is only available on Saturdays and Sundays and is subject to availability).

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