

## **Group Booking 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 12 guests with non-exclusive use. All Day Menu or Group Menu available.

**River Room-** up to 13 guests with non-exclusive use or from 14 to 20 guests with exclusive use. All Day Menu or Group Menu available.

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

\*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:** In any space (Garden Room, River Room and Private Dining Room); all Group Bookings require a £10 per person deposit to secure the booking. 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.

In the case of Special Events the deposit amount is advertised on individual event information. For Christmas period bookings (1<sup>st</sup>-31<sup>st</sup> December) we reserve the right to request payment at the time of booking or before the 7 day minimum payment date unless otherwise agreed with The Star Inn The City (York) Ltd.

At any point should we receive a second request for the same date/time/room as your booking all deposits must be settled within 24 hours. Failure to do so will result in the booking being released to the second party. The Star Inn The City (York) Ltd will attempt to make contact by either telephone or email to inform of a second enquiry which must be responded to within 24 hours to avoid your booking being released to the second party.

**Deposit Payment-** Payment in pounds sterling can be paid via BACS, credit or debit card. For all information regarding invoices please contact the office on 01904 619208.

**Menus-** We do not require a pre-order for any group booking, simply confirmation of which menu your group will be ordering from. Please note the whole group must order from the same chosen menu. If your party would like to order in advance this information must be received 10 days prior to the booking. If your party has chosen to order from a group menu this must be communicated 48 hours in advance.

\*All menus are subject to change without prior notice. All dietary requirements must be communicated 48 hours before your booking.

**Cancellations and Amendments-** For cancellations we must receive 24 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.

If numbers for a private space (River Room or Private Dining Room) decline below minimum capacity and you wish to keep the private space, a fee of £50pp 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). If the number attending is 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.

**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 tables 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. After the 20 minutes has elapsed we reserve the right to give the table to a waiting 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

## **Afternoon Tea Bookings**

On any 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.