

## **BOOKINGS POLICY AT THE STAR INN THE HARBOUR, WHITBY** **UNDER GOVERNMENT COVID-19 RESTRICTIONS**



### **GENERAL BOOKINGS**

Whilst Government Restrictions are in place, we will be operating a **Table Service Only** policy and our Bar Area will be closed to customers. We strongly recommend making a table reservation via our online system prior to your visit. In any case, we reserve the right to request and disclose personal contact information to comply with any duty, for instance, with respect to Track and Trace. Any visitors not complying with appropriate social distancing or other measures relating to Covid-19 restrictions may be asked to leave. Any visitors with children are responsible for supervising them at all times and ensuring that they follow social distancing guidelines.

On arrival, please note queuing arrangements will be in operation at busier times and there will be no weather-proof protection.

**Outside Tables** – Contrary to our normal policy, we will be accepting reservations for our outside tables up to 12<sup>th</sup> September 2020. We may require these bookings to be secured with a credit card and ask that diners arrive suitably attired and equipped for the weather conditions. We cannot guarantee any waterproof covering to any of our tables or provision of any heaters.

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**Securing your Booking and 'No Show' Policy** - We reserve the right to request credit card details or a deposit to secure any booking. In normal circumstances, it is our policy not to accept unconfirmed reservations. This policy may be relaxed for bookings in autumn/winter 2020, whilst Covid-19 restrictions are still in place and further government announcements are awaited. However, once we are in a position to confirm the booking, we reserve the right to request card details or a deposit to secure your booking with 48 hours notice and to release the booking if card details or a deposit are not provided within this period. In the event card details are taken, nothing will be charged to the card as a deposit. The card details will be stored using SSL encryption, the industry standard.

The card given to secure the booking will be charged £25 per person only in the event of a no show, or late cancellation. The charge-free cancellation periods are as follows:

**Tables of 6 or more, not using a private dining room, will be charged for the late cancellation fee for notice periods less than 48 hours.**

**Tables using a private dining room will be charged the late cancellation fee for notice periods less than 7 days.**

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**Table Allocations**- Please note that The Star Inn The Harbour Ltd cannot guarantee any specific table requests. We reserve the right to change the table a booking is allocated to, up until the time of seating.

**Vouchers**- If you have been given a gift voucher for The Star Inn The Harbour, 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 (validity extension applies to vouchers affected by our Covid-19 closure period) 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 Harbour Ltd cannot automatically be used at any of our affiliated sites (The Star Inn The City (York) 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. Please request information regarding relaxation of these rules, whilst Covid-19 restrictions are in place.

### **GROUP BOOKINGS (NORMAL POLICY)**

**At present, it is our understanding that the Government's Covid-19 Restrictions do not allow for parties comprising more than 2 households for indoor bookings and more than 6 individuals meeting in an outside space. The person making the booking will retain responsibility for ensuring that their party complies with Government restrictions at the time of the visit. If a booking is made for a future date on the assumption that there will have been a further relaxation of the restrictions, it is the person making the bookings responsibility to contact us not less than 72 hours prior to the booking, if an amendment to the booking is necessary if their group will not comply with the restrictions at the time of their visit.**

**Any bookings taken for future dates will remain provisional until the maximum number limits are amended. Once confirmed, your Group Booking would be subject to the following conditions:**

**Menus-** We reserve the right to request pre-orders from a seasonal Group Menu for Group Bookings at our discretion. All dietary requirements must be communicated not less than 24 hours prior to your visit.

If numbers for a private space (Private Dining Room) decline below the minimum capacity of 8 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. 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 made a group booking, 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.

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