

GROUP BOOKING POLICY AT THE STAR INN THE HARBOUR

A 'Group Booking' is defined as any party of 6 or more to a maximum of 14 people dining from the À la Carte or Group Menu as follows:

Main Restaurant - up to 14 guests with non-exclusive use or **Private Dining Room** - 6 guests to 8 guests with exclusive use.

ALL GROUP BOOKINGS OF 6 OR MORE GUESTS; All Group Bookings require a £10 per person deposit to secure the reservation. 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 Harbour 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 (1st-31st December) we reserve the right to request payment at the time of booking or by 15th November, unless otherwise agreed with The Star Inn The Harbour Ltd.

At any point, should we receive a second request for the same date/time/table as an unsecured booking, all deposits must be settled within 24 hours. Failure to do so may result in the booking being released to the second party. The Star Inn The Harbour 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 Payments - Payment in pounds sterling can be paid via BACS, credit or debit card. For all information regarding invoices please contact the office on 01947 821900.

Menus - Please note the whole group must order from the same menu. If your party has chosen a Group Menu, this must be communicated 72 hours in advance. All menus are subject to change without prior notice. All dietary requirements must be communicated 72 hours before your booking.

Cancellations – If a Group Booking is cancelled or postponed within 72 hours of the original booking date, The Star Inn The Harbour Ltd reserves the right to retain the full deposit with no refund, or at its discretion, to transfer the deposit amount to an alternative booking.

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 BOOKING CONDITIONS

Table Allocations – Please note that The Star Inn The Harbour Ltd cannot guarantee any specific table in the Restaurant. Whilst we will endeavour to honour any requests made by a customer, there will be occasions when tables cannot be held back for operational reasons and we therefore reserve the right to change table allocations up to the time of seating.

'No Show' Policy – We will hold a booking for up to 20 minutes beyond the original booking time to allow for unforeseen circumstances and may attempt to contact the booker via any contact details given. After 20 minutes, we reserve the right to reallocate the table to a waiting customer or cancel the reservation. We respectfully ask that you inform us if you anticipate arriving late or if you no longer require the reservation.



T: 01947 821900

THE STAR INN THE HARBOUR, LANGBORNE ROAD, WHITBY YO21 1YN

E: INFO@STARINNTHEHARBOUR.CO.UK

WWW.STARINNTHEHARBOUR.CO.UK