



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:

All Bookings of 6 or more guests must be confirmed with card details in order to secure the booking. We cannot make provisional reservations and, if for some reason you are unable to provide card details at the time of booking, we will be unable to confirm the reservation for you at that time. Nothing is charged to the card by way of a deposit and the card details are stored using SSL encryption, the industry standard. By providing card details, you are deemed to acknowledge that a charge of £25 per person may be made to the card in the event that your party fails to arrive or if the booking is cancelled within the following periods:

Tables of 6 or more, not using a private dining room, will be charged for the late cancelation fee for notice periods less than 24 hours.

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

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.

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.