

THE STAR INN THE CITY

RESTAURANT BOOKINGS POLICY



We highly recommend advance online booking for all dining reservations and regret that **no advance bookings are accepted for drinks only**. All the restaurant rooms including the terrace and bar area are **Table Service Only**. Tables are reserved for the period of time based on the party size, which includes arrival and after dinner drinks as follow:

Table of: 2 guests – 1 hour 45 minutes

3-4 guests – 2 hours

5-6 guests – 2 hours 15 minutes

7-10 guests – 2 hours 30 minutes

10+ guests – 3 hours

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 reserve the right to change the table a booking is allocated to up until the time of seating.

Outside Tables- Diners are advised to 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.

Bookings for Drinks- We do not take any reservations for drinks only, we do take walk ins for drinks on a 'first come, first served' basis.

Securing your Booking and 'No Show' Policy'- All Bookings require us to take 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 make the reservation for you at that time. Details are held by a third party (Stripe) and no initial or deposit payment is taken.

The card given to secure the booking will be charged £25 per person in the event of a no show, or late cancelation (£50 per person for Christmas Eve and New Year's Eve bookings). The charge-free cancelation periods are as follows:

Tables for up to 8 people, 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.

Lateness- The Star Inn The City (York) Ltd will hold a booking for 15 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 15-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.

Service Charge- A discretionary 12.5% service charge will be added to the bill, 100% of which will be distributed equitably amongst the staff.

Allergies and Intolerances- Guests are encouraged to notify us of any food allergies, intolerances or any special dietary needs at the time of booking and, in any case, prior to ordering.

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.

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. We are unable to issue cash as change for vouchers. Gift vouchers purchased from The Star Inn The City (York) Ltd can be used at The Star Inn The Harbour (Whitby), but not at The Star Inn at Harome, and any vouchers purchased for The Star Inn at Harome cannot be redeemed at The Star Inn The City as the sites are fiscally independent from one another. Please request information regarding relaxation of these rules currently up to 31st December 2021. Vouchers can be purchased online: <https://thestarinn.vouchable.co.uk/>

GROUP BOOKINGS

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 9 guests with non-exclusive use.

River Room- can be booked exclusively midweek (Sunday evenings through Friday) with a minimum spend of £900. The space holds up to 13 guests on one round table or up to 26 on two tables and should be considered if any of your guests have mobility issues. (Please note there are two steps down into this room.)

Private Dining Room- upstairs mezzanine dining room that can be booked exclusively midweek (Sunday evenings through Friday) with a minimum spend of £1300. The space holds up to 34 guests seated comfortably on two long tables or 20 people on one large table. (Please note this space has **no disabled access**.)

Tables for 10+ people are reserved for a 3-hour time slot.

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

If guest numbers change subsequent to your 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.

'Hen' & 'Stag' parties- In consideration of our other diners, we do not accept bookings for 'Stag' or 'Hen' parties. If you wish to bring any personal decorations for your table, which may affect other diners' restaurant experience, please check first with our Reservations Team.

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 would prefer groups of 10+ to provide us with a pre-order no later than 48 hours before the booking. All menus are subject to change without prior notice. All dietary requirements should be communicated 48 hours before your booking.

Seating Times- If you have booked a table for a group, it is essential that your group arrival and seating time is the time you have reserved, otherwise 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.

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