

RIVERSIDE RESTAURANT

TERMS AND CONDITIONS

We welcome wedding parties and will do our very best to ensure that it is a most special day for you and your guests. However, as a relatively small hotel, we cannot provide many of the wedding 'extras' the traditional venues can deliver.

1. Wedding enquiries will be discussed without committal of the Riverside Restaurant until all details have been agreed in writing.
2. Numbers and table configurations depend entirely upon the format of the day. The maximum number we can accommodate is 150 people.
3. A cake knife is available upon request. We are unable to provide wedding cakes or stands but are happy to recommend other suppliers.
4. Musical entertainment and Licensing:
 - A dance floor can only be accommodated with a maximum of 150 people in the party.
 - All entertainment must finish by 1200 midnight on weekdays and weekends.

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BOOKING CONDITIONS

ALL BOOKINGS MADE BY CUSTOMERS AT THE RIVERSIDE RESTAURNAT ARE ACCEPTED BY THE RIVERSIDE RESTAURANT AND THE RIVER HAVEN HOTEL UPON THE FOLLOWING TERMS AND CONDITIONS:

1. The Riverside Restaurant reserves the right to cancel any bookings forthwith and without any liability on its part in the event of any damage or destruction of the River Haven Hotel or Riverside Restaurant by fire or other cause beyond the control of the Company which shall prevent it from performing its obligations in connection with any booking. In these circumstances every effort will be made to accommodate the booking in another establishment.
2. The company can accept no responsibility for the property of the customers or guests at the Riverside Restaurant or the River Have Hotel. A cloakroom area will be provided for the convenience of the customers and guests but any goods deposited in this area are deposited at the owner's risk and without obligation on the part of the Company.
3. No wine or spirits may be brought into the Riverside Restaurant by customers or guests for consumption on the premises unless previously arranged with the Proprietor and corkage charges agreed.
4. All bedrooms must be vacated by 11:00 am on the day of departure.
5. The customer shall be responsible for any damage caused to the Company's property by the customer or his guests and shall pay to the Company on demand the amount to make good or remedy any such damage.
6. The Company reserves the right to ask the customer or his guests to leave if they act in an unreasonable manner.
7. Provisional bookings will be held for a maximum of 14 days unless otherwise agreed by the Company, after which time the Company reserves the right to release the booking without prior notice.
8. All bookings will be considered provisional until receipt by the Company of a signed confirmation of booking and the required deposit. Should another client subsequently wish to book and confirm the same dates the Customer will be asked to confirm their reservation and forward the deposit within forty-eight hours. If the confirmation and deposit are not received within this time the Company reserves the right to release the booking.

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9. Confirmed rooms and food and beverage bookings cancelled within 90 days of the required date will be refunded in the part or in full only if the company is able to obtain another booking with no loss to the Company. These charges will be calculated at the rates pertaining at the time the function should have taken place.
10. The customer shall notify the Company in writing not less than seven days prior to the date which the function is to take place the numbers of persons who will attend such function and the customer will pay the charges for all such persons despite any decrease in subsequent attendance. Such reductions can only be made to a maximum of 20% of the confirmed numbers.
11. If a customer's booking is accepted by the Company on the basis that a minimum number of people attend the function the amount payable by the customer will be calculated on such numbers or on the numbers actually whichever is the greater.
12. VAT will be charged at the rate prevailing at the time the function takes place. VAT is included in all rates quoted. Gratuities are left to our guests' discretion. Prices are correct at the time of printing and the Riverside Restaurant reserves the right to alter prices without prior notice according to market fluctuations.
13. Payment is due on departure of the hotel.
14. The decision of the Management of the Company will be final and binding in the respect of all these terms and conditions.