

# THE COSY CLUB



## Christmas Booking Terms & Conditions

- All bookings are regarded as provisional until Cosy Club has received full payment of the deposit.
- To confirm your booking, Cosy Club requires a **£10.00** deposit per person for all parties booked onto the Christmas Menu. This deposit will be redeemed against your final bill.
- The deposit must be paid within 14 days of making the booking. Failure to do this will result in the booking being released.

### Minimum Spends

- The Cosy Club applies a 'minimum spend' for exclusive use of certain areas.
- The 'minimum spend' is the least amount of money a party must spend for exclusive use of certain areas.
- Should the minimum spend be met, your deposit will be redeemed in full.
- Should you fail to meet the minimum spend then deposit monies will be retained to the value of the shortfall against the agreed minimum spend.
- Please contact us for current minimum spends for use of certain areas per Cosy Club.

### For all Group Bookings

#### **How to pay your deposit:**

Your total deposit must be paid in one transaction

- By cash, in person to your local Cosy Club. Please avoid peak times (12pm-3pm & 7pm-9pm)
- By credit or debit card (over the phone or in person).
- By Bank transfer.
- Sorry, we cannot accept cheques, or payments after the date of your booking.
- All bills must be settled on or before the date of your booking.

#### **Cancellation Policy**

- If you need to cancel your booking, you must notify the Cosy Club straightaway.
- If you cancel your booking and give more than 14 days' notice your deposit will be refunded in full.
- If you cancel your booking and give less than 14 days' notice your deposit will be retained in full\*

\*Please note this also applies if you want to reschedule your booking to another date (after 24<sup>th</sup> December).

#### **Confirming numbers**

- You are advised to keep us informed of any changes in numbers (regardless of how small).
- In the event that the confirmed numbers in your party reduce by 10% or more without at least 24hrs notice, the Cosy Club reserves the right to forfeit all deposits above the 10% reduction.

#### **By way of illustration...**

- If your booking is confirmed for 20 but only 18 people turn up then your full deposit would be redeemed.
- However, if your booking is confirmed for 20 but only 15 turn up then you will forfeit the deposit for 3 people.

**Pre-orders**

- The Christmas Party Menu has been designed so that no one needs the hassle of obtaining a pre-order; the order will be taken when you sit down for your meal to ensure smooth service.
- We do however welcome wine pre-orders to help get the party started.

**Corkage**

- Charged at £10 per bottle of wine and £15 per bottle of champagne/sparkling wine.

**Damage**

- The Cosy Club reserves the right to retain deposit monies should there be any damage caused to fixtures of fittings by any member of the party.

**Other information**

- Please aim to arrive at least 10 minutes before your booking time.
- We will only hold tables for up to 15 minutes after booking time; if you have not arrived or called to let us know you're running late, we reserve the right to release your table.
- Please inform us of any special requirements and we will endeavour to meet them for you.
- Cosy Club accepts no responsibility for the loss or damage to any items left in its care. All items are left entirely at the owner's risk.
- A discretionary 10% service charge will be added to tables of 8 or more (all of which goes to Cosy Club staff).
- Please note that all of our menus are subject to a seasonal change. For the most up to date menu, please refer to our website: [www.cosyclub.co.uk](http://www.cosyclub.co.uk).