



TERMS & CONDITIONS

THANK YOU FOR CHOOSING RITORNO FOR YOUR UPCOMING EVENT.

PLEASE NOTE THAT THE BOOKING IS SUBJECT TO THE TERMS & CONDITIONS SET OUT BELOW AND ANY REQUESTED CHANGES OR REVISIONS MUST BE ACCEPTED IN WRITING AND APPROVED BY THE RESTAURANT. PLEASE READ THESE TERMS & CONDITIONS CAREFULLY AND SHOULD YOU HAVE ANY QUERIES, PLEASE CONTACT OUR TEAM VIA 020 3301 6333 (EXTENSION1 FOR RITORNO CHELSEA AND EXTENSION 2 FOR RITORNO COVENT GARDEN).

TERMS & CONDITIONS

1. PRIVATE DINING ROOM AND GROUP BOOKINGS WILL INCLUDE A 12.5% DISCRETIONARY SERVICE CHARGE.

2. IN ORDER TO SECURE YOUR RESERVATION, RITORNO REQUIRES A DEPOSIT OF 50% OF YOUR CHOSEN MENU PRICE OR £10 PER PERSON SHOULD YOU BE DINING A LA CARTE OR REDUCED A LA CARTE. FAILURE TO DO SO MAY RESULT IN THE BOOKING BEING RELEASED. THE DEPOSIT WILL BE DEDUCTED FROM YOUR TOTAL BALANCE ON THE DAY OF YOUR EVENT.

3. SHOULD YOU NEED TO CANCEL THE CONFIRMED BOOKING MORE THAN 48 HOURS PRIOR TO THE EVENT, RITORNO WILL REFUND THE DEPOSIT IN FULL TO YOUR CREDIT/DEBIT CARD USED TO MAKE THE DEPOSIT. HOWEVER, IN THE EVENT THAT YOU FAIL TO CANCEL YOUR BOOKING IN LESS THAN 48 HOURS PRIOR TO YOUR EVENT, THE DEPOSIT WILL NOT BE REFUNDED BY RITORNO.

CANCELLATION MUST BE ADVISED IN WRITING TO THE RITORNO TEAM.

4. WE INVITE YOU TO ENJOY OUR PRIVATE DINING AND LARGE GROUP SET MENUS, WHICH HAVE BEEN DESIGNED BY OUR HEAD CHEF TO SHOWCASE OUR SIGNATURE DISHES FROM THE MAIN MENU, WHILST MAINTAINING SPEED AND QUALITY OF SERVICE. PLEASE PROVIDE ANY SPECIFIC DIETARY REQUIREMENTS UPON MAKING YOUR ENQUIRY.

5. FINAL GUEST NUMBERS ARE REQUIRED UPON MAKING THE DEPOSIT. SHOULD YOU HAVE ADDITIONAL GUESTS TO YOUR EVENT AFTER THE CONFIRMATION (DEPOSIT BEING PAID), WE WILL CHARGE AN ADDITIONAL AMOUNT OF THE 50% OF THE CHOSEN MENU. PLEASE NOTE THAT THE RESTUARNT MUST BE INFORMED IN WRITING AS EARLY AS POSSIBLE OF ANY ADDITIONAL GUESTS IN ORDER TO ACCOMMODATE YOUR PARTY. SHOULD YOU EXCEED THE MAXIMUM AMOUNT OF GUESTS THAT CAN BE SEATED ON YOUR TABLE/PRIVATE DINING AREA, RITORNO DOES NOT GUARANTEE YOU THE REQUESTED TABLE/AREA AND MIGHT NEED TO RELOCATE YOUR TABLE. SHOULD YOU FAIL TO INFORM THE RESTAUANT OF ANY ADDITIONAL GUEST(S) JOINING YOUR EVENT, RITORNO MAKES NO GUARANTEES THAT THE EXTRA GUEST(S) WILL BE ACCOMMODATED UPON ARRIVAL.

6. PLEASE BE ADVISED THAT YOUR BOOKING WILL BE ALLOCATED A SPECIFIC DINING TIME. THIS HAS BEEN SCHEDULED WITH THE KITCHEN TO ENSURE WE CAN EXECUTE YOUR MENU AND THAT OF OUR OTHER GUESTS TO THE HIGHEST QUALITY. PLEASE DO ADVISE US IF YOU ARE RUNNING LATE AND WE WILL DO OUR BEST TO EXTEND YOUR DINING TIME. IN THE EVENT THAT RITORNO CANNOT EXTEND YOUR DINING TIME DUE TO ANOTHER RESERVATION MADE ON THE SAME TABLE/AREA AND ARE NOT ABLE TO RELOCATE YOU TO ANOTHER TABLE/AREA, YOU WILL BE KINDLY ASKED TO VACATE THE TABLE/AREA ON THE TIME AGREED WHEN CONFIRMING YOUR BOOKING DETAILS.

7. WE WELCOME YOUR PARTY TO START THE EVENING AT RITORNO'S BAR AREA. SHOULD WE BE UNABLE, DUE TO SPACE LIMITATIONS, TO RESERVE A DEDICATED AREA FOR YOUR PARTY THE BAR AREA WILL BE SUBJECT TO AVAILABILITY. UNDER 18'S ARE NOT PERMITTED WITHIN THE BAR AREA DURING DINNER SERVICE TIME.

9. WE KINDLY REQUEST ADVANCE NOTICE FOR THE USE OR SUPPLY OF DECORATIVE ITEMS. THESE ITEMS MUST BE PRE-APPROVED BY THE RITORNO TEAM IN ORDER TO BE ADMITTED. THIS INCLUDES FLOWERS, BALLOONS, STREAMERS, CANDLES, OR ANY ITEMS OF SUCH NATURE. DUE TO HEALTH AND SAFETY REGULATIONS, RITORNO DOES NOT ALLOW DECORATIONS SUCH AS GLITTER OR CONFETTI.

10. ANY PROPOSED EVENT PHOTOGRAPHY MUST BE PRE-APPROVED. NO PROFESSIONAL CAMERAS ARE PERMITTED WITHOUT PERMISSION.