

Caia Booking Terms & Conditions

All reservations at Caia provisional or confirmed, are made upon and are subject to the following Terms & Conditions and no variation thereof will be accepted unless agreed in writing with Caia. Written confirmation (via email, fax or post) will confirm acceptance of Caia Terms & Conditions. This agreement does not include any other oral or written promises, terms or conditions. Any amendment or change to this agreement shall have no effect unless agreed upon in writing that refers specifically to this agreement and is executed by duly authorised representatives of both parties.

TERMS & CONDITIONS

1. Interpretation

In these Terms & Conditions "Caia" means Caia Restaurant Ltd, and the "Client" means the person, firm or company booking Caia.

2. Confirmation

All bookings are provisional until we confirm the booking via email.

3. Deposit

Groups of 6 or more will be required to pay a deposit of £25 per person. This deposit will be deducted from the final bill amount. Any no shows for group bookings may lose their deposit money.

4. Guest Numbers

Maximum accommodation for regular online bookings is 6, groups of more than 6 will need to contact the venue or submit an online request. The booking is not confirmed until receiving a confirmation email. The venue has the right to decline your request in the case it can't be accommodated.

5. Cancellation

Deposits are non-refundable should you cancel a confirmed booking less than 24hours (2-6 covers) or 72hours (6-10 covers) prior to the booking. Additionally, should you cancel a confirmed booking on the day, we serve the right to keep the deposit or charge a £25 fee. Charges apply to both lunch and dinner reservations.

6. Timings

Opening Hours are

Sun - Mon : Closed

Tue & Thu : 18.00 - 23.30

Fri : 18.00 - 00.30

Sat : 12.00 - 00.30

Kitchen last order is no later than 22:00 every open day.

Our outside area is licensed to serve alcohol from 11:00 until 22:00

If specific timings are required for an event, the management must be informed of these in advance.

7. Loss and damage

We advise all guests, please do not leave any personal belongings unattended at any time.

Caia does not have a cloakroom available.

As management will not be liable or responsible for any loss, theft or damage to your personal belongings.

8. Invoicing and accounts

We accept all major credit cards.

9. Gratuity and VAT

A discretionary 13.50% service charge be added to the final bill.

All prices quoted include VAT.

10. Restaurant Rules & Layout

Personal food & drinks: No personal food and drink items to be brought inside the restaurant premises.

Service: Management reserves the right to refuse alcoholic drinks to guests, who are already in high spirits.

Children: Kindly assist your children at all times during your visit at our restaurant. As management does not take any responsibility or liability for any accident occurred with any unattended children during your visit to the restaurant.

No under 18 allowed in the premises after 21:00

Dogs: Dogs are only allowed in the outdoor terrace when and if available.