



Regina's Deposits and Booking Policy

ALL GROUP BOOKINGS OF 7 OR MORE GUESTS:

Group bookings (7 or more guests) require a £20 per person deposit to secure the booking and pre-order.

Special Day bookings require a £20 per person deposit and, in some circumstances, a pre-payment.

Children are included in the total party size.

All numbers must be confirmed, and deposits paid a minimum of 7 days prior to the reservation unless otherwise agreed. Failure to do so may result in the booking being released.

Provisional Bookings – All bookings remain provisional until the full deposit is received. We will hold a provisional booking for a maximum of 48 hours. Should we receive another request for the same date and time after this period, we reserve the right to release your table. For all invoice queries, please contact us on 0121 392 2955 (12pm–9pm) or via email at contact@reginas.co.uk.

Deposit Redemption – Deposits are non-refundable and non-transferable unless otherwise agreed in writing by the management team. Deposits can only be deducted from the final bill on the day of your booking.

Cancellations and Amendments – We require at least 48 hours' notice for cancellations. Any cancellation made after this period will result in forfeiture of the deposit. Should your party size decrease after the deposit has been paid, the deposit amount will remain based on the original number of guests. Transfer of deposits to a later date will be at the management's discretion.

Service Charge – A discretionary 12.5% service charge is added to all tables. 100% of gratuities are shared equally among our team, both front and back of house.

Menus – Group bookings are welcome to order from our Group Dining Menus. Please note that all guests within a group must order from the same menu, if your choice of menu is A La Carte we require a minimum of two courses per person to be ordered. For bookings of 7

or more guests, we require a pre-order to be submitted at least 3 days before your reservation. A pre-order form will be provided, and we are happy to prepare complimentary name cards for your guests. Menu items are subject to seasonal availability and may change without notice. All dietary requirements must be communicated at least 7 days prior to your reservation. Guests with severe allergies should inform us in advance and bring their EpiPen. While every effort is made to avoid cross-contamination, we cannot guarantee our dishes are allergen-free.

Table Allocations – We will always do our best to honor seating requests, though these cannot be guaranteed. We reserve the right to amend your table allocation up until the time of your arrival. Should guest numbers change, we may relocate your group to a more suitable area to match your revised size.

Late Arrivals & No-Show Policy – We will hold your table for up to 15 minutes beyond your reservation time. During this period, we may attempt to contact you. After 15 minutes, we reserve the right to release your table. If you anticipate being late, please contact us. Late arrivals may result in a reduced dining time. If 50% or more of your party is more than 30 minutes late without notice, we reserve the right to cancel your booking and retain the deposit.

Minimum Spend – On selected dates, such as weekends or festive periods, a minimum spend requirement may apply to large group bookings. This will be communicated at the time of booking.

Celebration Cakes & Decorations – For health and safety reasons, we are unable to permit cakes prepared outside the restaurant. However, we would be delighted to help you arrange a celebratory dessert or cake with at least one week's notice. Please note that decorations such as confetti, glitter, banners, sparkles or open flames are not permitted. Small table decorations may be approved upon request.

Bar Bookings – For drinks-only visits, our bar operates on a walk-in basis and availability is limited. Seating cannot be guaranteed without a reservation. We will always do our best to accommodate you for drinks prior to your table being ready. If you would like to reserve Bar Table, £25 minimum spend per person.

Payment Terms – All outstanding balances must be settled on the day of your reservation. We accept cash and major credit or debit cards only. If any amount remains unpaid after the due date, Regina's reserves the right to charge interest at 4% above the Bank of England base rate until full payment is received.

Liability & Damage – Regina's reserves the right to charge for any damages caused to the property, furniture, or fixtures by guests or their party members.

Right of Refusal – The management reserves the right to refuse service or entry to any guest behaving in a disorderly or inappropriate manner.

Dress Code: Please note that we have Smart Casual Dress Code and we do not allow sport wears or any style/brand, hats or flip flops. Smart trainers allowed.

Personal Belongings – All personal items and gifts left at the Venue are at the Customer's own risk. Regina's accepts no responsibility for loss or damage

Customer Care – Any concerns regarding your meal, service, or payment should be raised during your visit or within 4 days following your booking. Beyond this time, we may be unable to investigate the matter fully.

Regina's Bar & Restaurant

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