



Deposits and Booking Policy

ALL GROUP BOOKINGS OF 7 OR MORE GUESTS:

Group bookings (9 or more guests) require a £10pp deposit to secure the booking.

Private Dining and Special Day or Event bookings require a £20pp deposit and, in some circumstances, a pre-payment.

Children are included in the party numbers.

Provisional Bookings – All bookings remain provisional until the full deposit is paid. We will hold a booking for a minimum of 48 hours. At any point after 48 hours whilst your booking is still provisional, should we receive a second request for the same date/time as your provisional booking, we reserve the right to release your table to the second party. For all information regarding invoices please contact us on 0121 389 3896 between the hours of 12pm-9pm or e-mail reservations@noelsbar.co.uk.

Deposit Redemption – Deposits can only be deducted from the bill on the day of your booking and are non-refundable. It is at our discretion to transfer your deposit to a later date. Deposit can not be split and would be removed from the total bill amount.

Cancellations and Amendments – For cancellations we must receive 14 days notice or you will forfeit any deposit paid. After a deposit is paid, should your party subsequently reduce in size, we reserve the right to keep deposit values up to the original number of guests and it will be at our discretion in relation to full deposits being redeemed off the bill, or to deposits being transferred to a later booking in the case of postponement.

Service Charge – We apply a discretionary 12.5% service charge to all tables. 100% of all gratuities are shared equally amongst our staff, both front and back of house. Private Dining Bookings require a 12.5% compulsory service charge.

Menus – Parties booked in the main area of the restaurant are welcome to order from the Group Dining Set Menus. Please note that all group should be ordering from the same menu. Private Dining bookings can only choose to order from of the Private Dining Set Menus. We do require a pre-order for any group booking of 10 or more guests to be sent

over at least one week prior to your reservation. We will provide a pre-order form and prepare complimentary name cards for all your guests. All menus are subject to change without prior notice and we cannot guarantee that all items selected will be available on the day of your reservation. All dietary requirements should also be communicated at least 7 days prior to your reservation. People suffering from severe allergies should advise the restaurant at least 7 days prior to the table reservation and always bring their EpiPen, otherwise they might be refused service.

Table Allocations – Please note that we cannot guarantee any specific table requests in the restaurant. We will however, attempt to honour any requests made by a customer. We reserve the right to change the table a booking is allocated to, up until the time of seating. If guest numbers change subsequently to your original booking, we reserve the right to relocate your group to a more suitable dining area for your revised group size.

No-show Policy – we will hold a booking for 15 minutes past the original booking time to allow for unforeseen circumstances resulting in lateness. During this period, we may attempt to contact you on any given contact details to ascertain whether you still require the table and to ensure there has not been a mistake with the date or time of the booking. After the 15-minute time slot has elapsed, we reserve the right to give the table away to another customer or cancel the reservation. We respectfully request that you inform the restaurant if you anticipate arriving late, or if you no longer require the reservation. As stated above, if a deposit has been paid to secure the table and you do not show within the 15-minute time slot or attempt to contact the restaurant to inform us you are running late, we reserve the right to retain the full deposit. Lateness might result in your booking time being shorter than agreed prior to your reservation.

Celebration Cakes & Decorations – We do not allow party decorations in the restaurant such as banners, confetti and glitter. Any table decorations should be discussed with the restaurant prior to your reservation or might be refused. Should you wish to have a celebration cake, please call us at least one week prior to your reservation and we will be happy to assist. Any cakes not been prepared in the restaurant will not be allowed due to health and safety reasons.

Bar Bookings - For drinks only, we gladly welcome guests to walk into our bar on a first come first served basis. Therefore, please note that our bar area has limited availability and, as such, no seat can be guaranteed. Please book in advance to avoid disappointment.

If you have a reservation, we will do our best to accommodate you for a drink prior to being seated at your table.

Customer Care – Any queries regarding your meal, service or payment must be brought to our attention at the earlier opportunity and in any case, prior to your departure from the restaurant. Should there be any matter you wish us to investigate to your departure, including any potential billing errors, these should be brought to our attention within 4 days of the original booking.