



## *General terms and conditions*



### *Making a reservation:*

*Bookings are valid only for the date booked and with a confirmation email or booking reference. Please note we will require a valid credit/debit card number to confirm some bookings. We do NOT charge anything to the credit card unless there is a "no show" of which we have no prior notice or if you fail to inform us of a significant change to the number of guests in your party. Some bookings may require a deposit.*

*The Fuzzy Duck is an independent restaurant and as such, our continued viability relies heavily on reservations being honoured by our customers, or adequate notice being given of any changes to plans or arrangements. Accordingly, the following applies:*

*1. Credit/Debit card details (MasterCard, VISA) may be required to confirm your booking. 2. For all bookings, you must notify us of a cancellation or any changes to the number of guests at least 12 hours prior to your booking. 3. The Fuzzy Duck reserves the right to charge a cancellation fee to the given card details for any bookings cancelled or changed within this 12 hour notice period. 4. The cancellation fee will be £10 per person unless we are otherwise able to fill the vacancy, and is charged at the managers discretion. 5. The cancellation fee reflects any cost incurred by The Fuzzy Duck, Restaurant & Bar in terms of staff, food or beverage booked or ordered specifically for your group or party, and any lost revenue as a result of turning other bookings away. Our digital booking system may well block users who constantly 'no show' for tables.*

### *Your booking:*

*We book our tables in various time slots depending on the number of guests and the day and date of the booking. The average time allowed per table is between one and a half and two hours, occasionally more. After this time we will rebook the table for new guests. When booking we always try to inform you of the time the table is requested back. We understand you may wish to stay a little longer or leave a little earlier so we politely request you inform us at the time of booking. If you are waiting for your table and previous guests are still seated we hope you will give us a few minutes to let them leave appropriately. Table booking times are a guide only; like any restaurant, we cannot guarantee your table will be ready at exactly the time you booked.*

### *Party sizes:*

*We have a similar policy to many restaurants in that we do not book tables with parties over ten guests on Friday or Saturday nights. This is so that we can ensure all guests get appropriate service and are not dominated by bigger groups during our busiest times. We can take larger tables on other week days so please consider a different date for your gathering. You can, if you wish, book two separate tables for a larger party but we cannot guarantee these tables will be next to each other or even near. These multiple tables will be treated as separate bookings are thus orders will be taken separately. Bills can however be combined at the end of service. Table plans are ever changing to ensure efficient use of our restaurant and guest satisfaction and are thus subject to movement right up until you are seated. Table locations, shapes etc cannot be guaranteed.*

*With parties of over ten guests we request a pre-order. These can be downloaded from our website and either emailed or dropped in in person to discuss. The pre-order should ensure that not only do you get the dishes you want (popular dishes could sell out) - more importantly, we can give you a prompt and effective service.*

*We thank you for understanding. These rules and conditions are in place to protect the majority of our guests.*