



General Ts&Cs

YOUR RESERVATION

When you make an online booking at the Restaurant of your choice you are entering into a direct contract with that Restaurant.

» Are large groups required to pay a deposit in advance?

For group bookings (11 or more), you will be required to secure your reservation with a credit/debit card. No money will be taken from your card at the time of booking. However, please be aware that if you fail to cancel your booking or to inform the restaurant of the reduced number in attendees 24 hours prior to the reservation, we reserve the right to charge your card £5 per person for 'no show'.

» How is my credit/debit card data stored?

We use an external company, which is fully PCI compliant, to store all the card details on their system. Those details are temporarily held on their database. Once the booking has taken place the data is removed from the system. This is in Accordance with the Data Protection Act 1998.

» Are online or telephone reservations limited?

Ferry Inn Horning accepts a limited number of reservations because we welcome walk-ins at any time.

» Do I need to pre-order the food for my large party?

Yes, if you book a table for more than 11 people and if you prefer our main menu you need to fill in pre-order sheet. You can download it from our website at www.horningferry.co.uk , to visit our restaurant in person or request one at theferryinnbook@ferryinn-restaurant.co.uk

» Can customers visit our restaurants without making a reservation?

We can be extremely busy, especially at weekends and during bank holidays, but we do our best to accommodate our customers on a first come, first served basis. Sadly, some customers may be disappointed by the wait and we apologise for that but cannot guarantee a table at busy times. We therefore ask large groups, or those attending for a special occasion, to book in advance to avoid disappointment.

» Are you getting a 'no availability' message?

Please give the restaurant a call as they may still have space available.

» Can you make a reservation by telephone?

Yes of course you can. However, our telephone lines are extremely busy and we cannot guarantee that you are able to get through immediately. Alternatively, please attend the restaurant in person but make sure that you obtain a booking confirmation receipt when doing so, as proof of your booking.

» Can I make a same-day online reservation?

Yes, you can. Just call the restaurant on 01692 630259 to check for available table and time.

» When is my reservation confirmed?

When you use the online System to place a booking at the Restaurant, you are making an offer to the individual Restaurant to accept your booking. Your booking is not complete and legally binding on the Restaurant until such time as you have received a confirmatory email or booking confirmation receipt from the restaurant accepting your booking details, AND you have paid the necessary deposit where applicable. In order to make any reservation using our Service you must have the legal capacity to do so and you must accept financial responsibility for all transactions made under your name. You must make sure that all the information you provide to us is true and accurate. Booking a table at the Restaurant means you have to pay the Restaurant, usually at the end of your meal. Ferry Inn Horning management reserve the right to require customers to pay for their meal before being seated.

» Do I have to provide confirmation of my reservation?

On arrival at the restaurant, please show the staff member at the door or at the bar your printed email booking confirmation or evidence of email confirmation on your smart phone or laptop, and your deposit receipt (where applicable).

» How long is my table reserved for?

Your booking confirmation will secure your table reservation for up to 15 minutes from the reservation time. Thereafter, your reservation will be treated as null and void. We will, however, use our best endeavours to provide you with an alternative table as soon as we can. If some of your guests are running more than 15 minutes late, then please inform the receptionist immediately so that alternative arrangements can be made to accommodate you as soon as your guests arrive.

» How long is my table available for?

Your booking ensures that a table will be available to you for a maximum of 1 hour and 45 minutes during our busy times.

» Can I bring my own food or drinks to the restaurant?

No food or beverages except those supplied by Ferry Inn Horning restaurant may be consumed within the premises. If you are having a party at the Ferry Inn Horning and would like to bring your own cake please inform the receptionist at the time of booking so that the manager can be informed and confirm this is acceptable on the booking confirmation receipt. Unfortunately, we cannot allow silly string, party poppers or any type of confetti in the restaurant.

» Can some of my guests drink only?

Yes, we do have a separate bar area for non-eating guests to sit whilst other guests are eating.

» Can I make a change to the number of guests attending?

If your numbers are increasing please give us at least 24 hours notice so that we can try to accommodate any changes. Please note that any substantial increase in guest numbers is subject to availability. Because your contract is directly with the Restaurant any queries or concerns that you may have in connection with your restaurant table booking should be addressed directly to the Restaurant via the details set out in the confirmatory email.

CANCELLATION AND REFUNDS

» Can I cancel my reservation?

If you wish to cancel your booking, please click on “cancel my booking” in your confirmation e-mail. Please be aware that if you fail to give us 24 hours notice prior to the reservation for groups of 10 or more, we reserve the right to charge your card £5 per person for “no show”. Alternatively, you can call the restaurant and cancel the booking over the phone.

» Can the restaurant cancel your reservation?

We reserve the right to cancel a booking, but this of course will be without any liability to you. We have, at any time for any reason without prior notification to you, the right to terminate or restrict, suspend or terminate your access to any or all of the System if we believe that you are misusing the System or if you are in breach of these User Terms. We reserve the right to disable your access to our Service and, where applicable, any user ID or password issued to you at any time if, in our opinion, you have failed to comply with any of the provisions of this Agreement.

TIMINGS

» How long is my reservation?

We operate a maximum 1 hour 45 minutes seating policy. During our busy sessions (generally Friday, Saturday, Sunday, Bank Holidays and special occasions such as Christmas, Valentine's Day, Mother's and Father's day) this may be reduced to 1 hour 30 minutes at the restaurant manager's discretion.

» When does my reservation begin?

Time begins from the agreed reservation time and is regardless of the time of arrival. Please therefore ensure that you arrive in plenty of time. If you are a large group, we suggest that all guests arrive at least 5 minutes before your reservation time. Failure to attend the Restaurant at the reserved time will result in your deposit being treated as a "no-show" fee by the Restaurant. When the Restaurant is busy, management reserve the right to seat you once the majority of your guests have arrived to minimise the risk of your party not being able to finish your meal within the allotted time. The Manager cannot extend the time allocation during busy periods.

» When is the last entry to our restaurants?

Last entry for the restaurant is 30 minutes prior to closing.

» When are the dishes removed from the carvery?

The staff will begin to remove the remaining dishes at 9pm.

CHILDREN

» What is the height limit for children?

Children over 12 years old will be charged the full meal costs. The Manager's decision will be final. Please do include any children in your total covers when you book online or over the phone, and let us know if your booking requires high chairs or buggy space (so we can try to arrange a suitable table).

» Is there a minimum charge for infants?

We define infants as those children under the age of 3 years. Babies and infants that are not eating within our restaurant will not be charged. However, if you would like your infant to try food from the carvery/ buffet (whether just a small amount from your plate or from their own individual plate), then we will make a minimum charge of £2. We are unable to provide baby food and unable to heat baby food or milk bottles. However, if required, we can bring you a bowl of hot water to your table so that you can heat up your baby food or milk bottles yourself.

I am an Adult, can I have Kids Carvery or Kids Meals?

No because the Kids Carvery & Meals are only for kids up to 12 years old. Sometimes under different circumstances we can do it for you. Please speak the Manager in duty if you require small portions

COOKING

» How fresh is our food?

Our chefs prepare most of our food from scratch and try to offer a variety of mouth-watering dishes through a choice of seasonal ingredients. We cannot therefore guarantee serving any particular dish at any time. However, if you cannot find the particular dish that you like in our menu, please feel free to ask if it is available. Our staff are always willing to try to help.

SPECIAL DIETARY REQUIREMENTS

» I have an allergy, what should I do?

If you have a food allergy, then please ask a member of staff to provide you with more information. Unfortunately, due to the nature of our restaurant, we cannot guarantee that allergens are not present in any dish.

» I am a vegan / vegetarian, do you offer dishes suitable for me?

If you're vegan or vegetarian we offer a wide range of vegetarian dishes. Ferry Inn Horning is not vegetarian restaurant and do not imply in any literature that we are.

» Do you serve Halal meat?

We are not a halal restaurant. However, some of our specialist chefs, like to source halal meat and will use this in their dishes. You should therefore check direct with the waiting or bar staff. Please be aware however that we do not hold Halal certifications in any of our restaurant.

LOST AND FOUND PROPERTY

» What happens if I lose or have my property stolen in your restaurants?

Ferry Inn Horning cannot accept any responsibility for any items lost, damaged or stolen on these premises.

» Do you have cloakrooms in your restaurants?

We do not have cloakrooms and cannot look after your valuables for you. We therefore ask our customers not to leave their valuables unattended whilst they are perusing and choosing from the extensive selection of cuisine on offer.

» What happens if any of my property is damaged?

Customers are reminded not to leave their mobile phones and other electronic devices on the table since the Ferry Inn Horning do not accept any liability for any damage as a result of spillages on electronic equipment or valuables.

» What happens to lost property?

We do our best to try to return items left on our premises to the rightful owner within 7 days. We cannot guarantee to keep items for longer than this. We will dispose of any remaining items in an environmentally friendly manner where possible. This includes donations to registered charities.

VOUCHERS (EXCLUDES GIFT VOUCHERS), PROMOTIONS AND OFFERS

To redeem the offer, please quote the voucher to your server/bar when being seated. Offer is for food only and excludes drinks. Cannot be used in conjunction with any other offer. This offer is subject to availability and The Ferry Inn Horning Restaurant & Bar reserve the right to withdraw or alter this offer at any time without prior notice. Offer is valid The Ferry Inn Horning Restaurant & Bar only.