

KYLOE

RESTAURANT & GRILL

TERMS AND CONDITIONS

Reservations

- Provisional bookings will be kept for 7 days only. Should we not hear from you within 7 days then we will assume you do not wish to proceed and will release the space.
- Bookings are only confirmed upon receipt of a signed booking form and full deposit payment.
- All changes to the booking must be made by email to ashley.davies@signaturepubs.co.uk

Menus

- Our Festive Menu and Festive Private Dining menus are available from Friday 24th November until Sunday 24th December.
- Menus are not interchangeable. Strictly one menu type to be selected per reservation, no mixing of menus permitted. You will be presented with a menu on the day and are welcome to order any additional side dishes.
- Festive lunch menu available from 12.30pm – 5.30pm; the Festive Dinner Menu available from 6pm onwards.
- Tables of 10 or more must dine from the Festive Menu and provide a food pre-order.

Deposits and payments

- All Christmas reservations require a £10 deposit per person in order to confirm reservation.
- Deposits are non-refundable but in the event of a decrease in numbers, excess can be redeemed against the final bill provided that the change is communicated more than 48 hours prior to arrival. Per person deposits can not be redeemed if cancellation is communicated within 48 hours of the reservation.
- Full reservation balance must be paid on departure. We can not invoice you after the reservation.
- We can not offer 'split bills' for your table, one bill will be presented at the end of your meal.

Wine

- We recommend that you pre-order wine so that your guests have a drink on arrival without a natural service delay. This must be received 10 days in advance of your reservation.

What we need from you!

- Your party's food pre-order at least 2 weeks prior to your visit. Please note that your server will retake your order on the day to identify which dishes are to go to which guest.
- You must notify us of any dietary requirements and allergies on your pre-order form.
- Final dining numbers are required on payment of deposit. Requests for additional guests after this point will be subject to availability and cannot be guaranteed.

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Other

- A discretionary service charge of 10% will be added to all tables with 6 or more guests.
- Table requests are not guaranteed; large bookings may be split over multiple tables wherein food will be served to each table in turn.
- Your table is available for 2 hours from the time of your reservation.
- Please make sure your party arrives promptly as we will require your full party to depart 2 hours after the time of your reservation to allow for the next restaurant sitting. Service of the full menu may be affected if your party is late.
- Membership discounts are not valid on Christmas reservations or on tables over 4 guests.
- Dress code in Kyloe is smart / casual. Fancy dress is not permitted.
- E-cigarettes are not permitted in the restaurant.
- Management reserve the right to refuse admission to those behaving in what we believe is an unreasonable manner.
- If anyone in the party is under the age of 18 please make this known at the time of booking and be aware that children are not allowed in The Huxley after 8pm or Heads and Tales after 6pm.

Important

Thank you for reading our terms and conditions. Please note that payment of your Christmas deposit is regarded as your acceptance of our terms and conditions, should you have any discrepancies then please contact us to discuss.