

## SHAMBLES restaurant & winebar - Terms & Conditions

### Reservations

From time to time, we may request credit card details or deposits to secure a reservation. These details are processed and stored securely via our third-party payment provider, Stripe, which is fully PCI-compliant. Where card details are required, your card will not be charged unless there is a no-show, late cancellation, or reduction in party size within 24 hours of your booking.

Cancellations **within 24 hours** must be made **by telephone** - online cancellations within this period will not be accepted. In some cases, and solely at the restaurant's discretion, a late cancellation within 24 hours made by phone may be honoured without charge; if so, you will receive a cancellation email as confirmation. Without this email, any fees charged post-reservation are non-refundable.

In the case of chargeable cancellations:

- **1. Main menu dining** - £25 per person will be debited.
- **2. Drinks-only reservations** - a fee of £10 per person applies for no-shows, late cancellations, or reductions in numbers. The occasional last-minute "drop-out" will not be charged unless within 24 hours of the booking.
- **3. Drinks & nibbles parties** - the full amount of the menu price (per person) will be charged. The occasional last-minute "drop-out" will not be charged unless food has already been ordered and prepared within 24 hours of the booking.
- **4. Group dining bookings** - Reservations greater than 11 guests when ordering from an agreed set priced menu, the full amount per person will be charged in the same circumstances as Point 3.
- **5. Full venue or private hire rooms** - A valid card (active up to the event date) is required to secure a booking, with full payment of the minimum spend plus 12.5% service charge due 30 days prior. If the minimum spend is exceeded, the balance is to be settled at the end of the event on the day. There is no hire fee, unless the minimum requirement is not reached. The minimum spend requirements include the current VAT. A 12.5% service charge is added to the final bill and is not included in the minimum spend amount. No drinks or food are allowed to be taken off the premises after the event to reach the minimum spend. 30 days notice is required to make a full cancellation.
- **All bookings** - Reduction in party sizes in **Points 2/3/4** greater than 10% of the booking within 24 hours will be charged the full fee per person.

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### Booking Confirmations

Upon making an online reservation, you will receive a confirmation email. If you do not receive it, please check your spam folder or contact us directly - your booking may not be secured. If you opt out of receiving email confirmations and your booking cannot be located, Shambles reserves the right not to honour the reservation.

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## Service Charge

A discretionary 12.5% service charge is automatically added to bills for parties of five or more guests. For certain set or special menus (for example, Christmas Day), a 12.5% charge applies to all bookings. All gratuities are distributed in full amongst our team. The owners of Shambles do not take any share of tips or service charges.

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## Allergies & Dietary Requirements

If you have any food allergies or dietary restrictions, please email us in advance at [shamblesrestaurant@gmail.com](mailto:shamblesrestaurant@gmail.com). On arrival, kindly notify a member of our team of any allergens or dietary needs. While we take every precaution, we cannot guarantee that any menu item will be entirely free from allergens or traces thereof. Please note: some game dishes may contain lead shot or shot fragments.

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## Data Protection

When subscribing to our newsletter, your data is protected by Google ReCAPTCHA to prevent spam and automated sign-ups. Your personal details are never shared or sold to third parties.

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## Health & Safety

Please do not visit the restaurant if you, or anyone in your household, are displaying symptoms of COVID-19 or other contagious illnesses. We continue to follow best-practice health and hygiene standards to ensure a safe and enjoyable dining experience.

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## Lost Property

Items left behind will be held for a maximum of 30 days. After this period, unclaimed items will be donated to charity or responsibly disposed of. All property left in cloakrooms, on hooks, or in any public area (including the garden) is left at the owner's own risk. Shambles accepts no responsibility for lost, stolen, or damaged property.

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## Gift Vouchers

Gift vouchers and digital cards are non-refundable and cannot be exchanged for cash. Please note that vouchers have expiry dates, and no change or credit will be issued for unused balances.

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## Promotions

### 2-4-1 Wine

Our 2-for-1 wine by the glass offer runs Tuesday to Saturday from 17:00–18:30 and is available on selected wines from our 40 wines by-the-glass list.

- The offer applies to wines by the glass only (not bottles)
- The offer is based on 125ml measures - served as either 2 × 125ml or 1 × 250ml
- If two different wines are ordered, the higher-priced glass is charged
- Cannot be combined with any other offers

The promotion is running indefinitely for now, so no immediate end date.

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### Early Bird Menu

- Available Tuesday to Saturday, 12:00–14:30 and 17:00–18:00
  - Last orders must be placed within the stated time window
  - Offer applies to the Early Bird menu only
  - Menu items marked with a supplement incur an additional charge
  - A discretionary 12.5% service charge will be added to the bill of 5 or more guests
  - Offer is available for dine-in guests only
  - Not available in conjunction with any other offers or promotions
  - Subject to availability and may be withdrawn at any time
  - Not available on key dates including Valentine's Day and December festive periods
  - We are unable to guarantee the absence of allergens - please inform a member of the team of any dietary requirements
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## Promotions

### Free Wine Sunday

Available Sundays, 12:00–15:00, throughout April and May 2026. Offer applies to tables of 6 or more adult guests dining together. A minimum of 2 courses per person must be ordered from the main menu by each guest.

Offer includes either:

- One complimentary bottle of house wine or £31.50 credit towards a bottle from the wine list
  - Wine credit applies to one bottle per table only
  - If selecting a bottle above £31.50, the price difference will be charged
  - Offer must be quoted at the time of booking (**#FreeWineSunday**)
  - Not available in conjunction with any other offers, set menus, or promotions
  - Valid for dine-in only
  - A discretionary 12.5% service charge will be added to the final bill
  - Subject to availability and may be withdrawn at any time
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### Steak & Chianti Tuesday

- Available Tuesdays only, 12:00–14:30 and 17:00–21:00
  - Offer includes steak & chips with a 125ml glass of Chianti per person
  - Applies to selected steak cut only (as per menu)
  - Upgrades, additional sides, or alternative cuts will incur a supplement
  - Offer is available for dine-in guests only
  - Not available in conjunction with any other offers or promotions
  - A discretionary 12.5% service charge will be added to the bill for 5 or more guests
  - Subject to availability and may be withdrawn at any time
  - The included 125ml glass of Chianti may be substituted for an alternative drink of equal or lower value
  - No cash alternative or refund will be offered for any price difference
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## Children's Play & Garden

To ensure the restaurant and garden areas remain a safe and enjoyable environment for all, we ask parents and guardians to observe the following:

### **1. Supervision**

Children must be supervised by a responsible adult at all times. Staff are not responsible for supervising children.

### **2. Respectful Behaviour**

Children should play safely and considerately. Running between tables, shouting, or disturbing other guests is not permitted.

### **3. Equipment**

Any play equipment or games provided are used entirely at your own risk. Parents or guardians are responsible for safe and appropriate use.

### **4. Boundaries**

Children must remain within designated areas and must not climb fences, walls, trees, furniture or play in the vegetable patch.

### **5. Accidents & Injury**

While we maintain our spaces to a high standard, Shambles restaurant & winebar accepts no liability for accidents, injuries, or property damage occurring during play or otherwise.

### **6. Food & Drink Safety**

Children must be kept clear of serving areas, bar spaces, and staff walkways where hot food and drinks are carried. Children must wear suitable footwear at all times.

### **7. Respect for the Environment**

Please help us care for the premises by ensuring children do not damage plants, décor, or furniture.

### **8. Right to Refuse Access**

Management reserves the right to limit or withdraw access to Shambles if behaviour is deemed unsafe or disruptive.

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## Pets at Shambles

We're a neighbourhood spot, and we know pets are part of the family. To keep the experience enjoyable for every guest – two-legged or four-legged and furry – please observe the following:

### 1. Where Pets Are Allowed

Pets are welcome in the bar and garden areas only.  
They are not permitted in the main indoor dining rooms.

### 2. Leads & Control

Pets must remain on a lead at all times, under the control of a responsible adult.  
Owners are expected to ensure their pet does not cause disturbance to other guests.

### 3. Furniture & Cleanliness

Pets must be kept off all furniture.  
Any accidents must be reported immediately to a member of the team so the area can be cleaned safely.

### 4. Behaviour & Safety

We reserve the right to ask for a pet to be removed if behaviour is disruptive, aggressive, unhygienic, or unsafe. Owners are fully responsible for their pet's behaviour and any damage caused.

### 5. Water Bowls & Blankets

If your pet needs a drink or a blanket, just ask. The team will be happy to help.

### 6. Food & Service Areas

For hygiene reasons, pets must be kept clear of:

- service stations
- staff walkways (where food or drinks are carried).
- the kitchen and bar areas

### 7. Liability

Shambles restaurant & winebar accepts no responsibility for the safety, injury, illness, or loss of pets on the premises. Pets are brought into the restaurant entirely at the owner's risk. Please note that, as a working restaurant with glassware in constant use, **there may occasionally be broken glass on the floor.**

### 8. Right to Refuse Access

Management reserves the right to refuse entry to any pet or to withdraw this privilege from individual guests if guidelines are not followed.

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