SHAMBLES
restaurant & winebar

SHAMBLES restaurant & winebar – Terms & Conditions

Agreement to Terms

By making a reservation with us, you confirm that you have read and agree to these Terms & Conditions and authorise Shambles restaurant & winebar to charge any applicable cancellation, no-show, or reduction in party size fees in accordance with this policy.

Booking Confirmations

Upon making an online reservation, you will receive a confirmation email. If you do not receive it, please check your spam folder and/or contact us immediately, as your booking may not have been successfully secured. If your booking cannot be located, Shambles reserves the right not to honour the reservation. If you believe you have made a reservation but have not received a confirmation email, it is your responsibility to contact the restaurant before your reservation date.

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 booking sizes. All gratuities are distributed in full amongst the team. The owners of Shambles do not take any share of tips or service charges.

Allergies & Dietary Requirements

If you have any allergies or dietary restrictions, please email us in advance at 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 items will be entirely free from allergens or traces thereof. Some game dishes may contain lead shot or shot fragments. Guests remain responsible for deciding whether a menu item is suitable for their dietary requirements.

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 sold or shared with third parties except where necessary to process your booking or comply with legal obligations.

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.

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.

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.

Photography & Social Media

From time to time, photographs or videos may be taken within the restaurant for promotional purposes. If you would prefer not to appear in any images, please let a member of the team know. We ask guests to be respectful when taking photographs and videos and to avoid capturing other diners without their consent.

General Liability

Guests enter and use the premises at their own risk. While every reasonable care is taken to provide a safe environment, Shambles restaurant & winebar accepts no liability for any loss, damage or injury except where caused by our negligence or where liability cannot be excluded by law.

Guest Conduct

Management reserves the right to refuse service or ask guests to leave where behaviour is considered abusive, threatening, discriminatory, intoxicated, or otherwise likely to compromise the safety, comfort, or enjoyment of our guests, team members, or premises. Where appropriate, no refund or compensation will be offered if service is refused or a guest is asked to leave due to a breach of these 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 providers, Stripe and Ryft, both of which are 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 or email** - 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 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.

The following charges apply in the event of a no-show, late cancellation, or reduction in party size (where applicable):

- **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 reduction in numbers will not normally be charged unless more than two guests cancel within 24 hours.
- **3. Drinks & nibbles parties -** the full amount of the menu price per person will be charged. The occasional last-minute reduction in numbers will not normally be charged unless more than two guests cancel within 24 hours and/or the food has been prepared.
- **4. Group pre-order dining bookings -** Reservations where guests have pre-ordered from an agreed menu before arrival will be charged the full menu price per person. The occasional last-minute reduction in numbers will not normally be charged unless more than two guests cancel within 24 hours and/or the food has been prepared.
- **5. Full venue or Private room hire -** A valid card (active up to the event date) is required to secure a booking, with full payment of the minimum spend and 12.5% service charge is due 30 days before the event. If the minimum spend is exceeded, the balance is to be settled at the end of the event on the day. There is no venue hire fee, provided the agreed minimum spend is met. 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.

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 enter or play in the restaurant's vegetable garden.

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.

Pets at Shambles

We're a neighbourhood spot, and we know pets are part of the family. To help keep the experience enjoyable for every guest and their pet, 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 or the team.

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 & Liability

We reserve the right to ask for a pet to be removed from the premises if its behaviour is disruptive, aggressive, unhygienic, or unsafe. Owners are fully responsible for their pet's behaviour and for any damage caused. As this is a working restaurant where glassware is in constant use, broken glass may occasionally be present despite our best efforts. Pets enter the premises entirely at the owner's risk, and Shambles restaurant & winebar accepts no liability for any injury, illness, loss, or damage suffered by pets while on the premises.

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 and safety reasons, pets must be kept clear of:

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

7. 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.

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 and may be withdrawn at any time.

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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Free Wine Sunday

Available Sundays, 12:00–15:00, on selected dates. 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
- A discretionary 12.5% service charge will be added to the final bill
- Subject to availability and may be withdrawn at any time

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
- 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
- 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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Management reserves the right to amend or withdraw any promotion without prior notice.

BYO Cakes

Guests are welcome to bring their own birthday or celebration cake to SHAMBLES and no cakeage or additional serving charge applies.

As cakes supplied by guests are prepared outside our control, SHAMBLES cannot verify their ingredients, allergen information, preparation or storage prior to arrival and cannot guarantee that they are suitable for guests with allergies, intolerances or other dietary requirements.

Guests bringing a cake are responsible for ensuring that accurate allergen information is available to members of their party.

Once accepted onto the premises, our team will handle and serve the cake with reasonable care. SHAMBLES cannot accept responsibility for illness or allergic reactions arising from the ingredients, preparation or storage of a cake supplied by a guest, except where liability cannot lawfully be excluded.

Candles and/or sparklers can be provided free of charge on request.

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* These Terms & Conditions are governed by the laws of England and Wales and may be updated from time to time. The latest version is always available on our website.