

T&C's

Occasionally we will ask for credit card details or deposits to secure reservations. We use a third party company 'Stripe' to store these details and they are 100% PCI compliant.

In the event that we ask for card details to secure a reservation, we will not charge your card unless of a 'no show', 'late cancellation' or a 'last minute reduction' in party numbers within 24 hours of your booking. If you need to cancel a booking within 24 hrs, you will need to phone the restaurant directly, cancellations online are not accepted within a 24 hour period of your reservation.

Sometimes (at the restaurant's discretion) and within 24 hours, cancellations by phone will be honoured and you will not be charged. If this is the case you will receive a cancellation 'approval' email. Without a cancellation approval email, any fees charged after the reservation date are non-refundable.

For groups of 10 guests or more, 1 week's notice is required should you wish to make a cancellation.

In any of these events, your card will be charged £25.00 per person or 50% of the set menu price will be debited, whichever is higher. Any fees or deposits charged are non-refundable.

Reservations for 'drinks only' a fee of £10 per person will be debited from your card in the event of a 'no show', 'late cancellation' or 'reduction in numbers'. Any deposits or fees charged are non-refundable.

For guests taking exclusivity of the whole restaurant, any pre payments made are non-refundable.

Please note that in the event of being charged a fee, transactions could take up to 30 days to process.

A discretionary 12.5% service charge is automatically added to bills of 5 or more guests. Sometimes, it may be stated on the menu differently when dining on a 'special menu' like Christmas Day, then a 12.5% service charge will automatically be added to all table bookings. 100% of gratuities go directly to the team, including the kitchen members.

Should you require information on allergens please email shamblesrestaurant@gmail.com before your arrival to the restaurant. Upon arrival at Shambles please make yourself known to a member of our team and of any special dietary or allergen requirements you have.

We cannot guarantee any meals or drinks will be 100% free from any allergens or allergen traces. Warning - Some of the game meat and game bird categories on the menu, may contain shot or shot fragments.

Please do not visit the restaurant if you or any of your household are showing any symptoms, however mild, of COVID-19.

Keeping you safe – ensuring you have an enjoyable, relaxing and safe time is our priority. You can read our five point COVID-19 safety plan [here](#).

Thank you