

# FIN & GRAPE

## Terms & Conditions

Fin and Grape is an independent restaurant, which relies heavily on reservations being honoured, and sufficient notice being given of any changes to reservations.

Four days prior to your visit, you will receive an email asking you to confirm your reservation.

In confirming your booking, you are agreeing to our 48 hour cancellation policy. If a reservation is cancelled less than 48 hours before the reservation time or if the party fails to show, we reserve the right to charge a cancellation fee of £10 per person for lunch bookings and £20 per person for dinner bookings. Any cancellation charges will be taken from the credit card provided at the time of booking.

Unfortunately, our 48 hour cancellation policy still applies even in the event of COVID19 related issues. The policy exists due to the huge number of COVID19 related cancellations we have experienced so we cannot make exceptions in this case. To do so would render the policy obsolete.

If you are unable to attend your reservation for any reason and there is still more than 48 hours until your booking, please contact us as soon as possible and our team will be happy to rearrange your booking for a later date.

If you are unable to reach us by phone, please email us at [info@finandgrape.com](mailto:info@finandgrape.com)

We are able to accommodate most dietary requirements with advanced notice, however, we are unable to accommodate a FODMAP diet.

We work in a small kitchen and we store and work with products containing common allergens every day. Whilst we will always take every care with allergen requirements we cannot guarantee that all of our food can be 100% allergen free.

Please note:

- A discretionary 10% service charge will be added to your final bill.
- We are a cashless business and as such we only accept card payments.
- Our toilets are downstairs from the restaurant and as such do not have full disabled access