

Terms and conditions

TERMS & CONDITIONS

1. All prices include VAT at 20%. No VAT is charged on the deposit itself.
2. A discretionary service charge of 12.5% will be added to your bill (not at the bar).
3. To confirm your booking, Cally Munchy requires a £10 deposit per person for all parties of 2 or more guests in the Restaurant & Bar.
4. A deposit of £25 per head would be required during December and Special Events through the year
5. Deposits for Special Events are non-refundable.
6. All bookings are provisionally booked until Cally Munchy has received full payment of the deposit.
7. Deposits are taken on a pre-authorized basis only.
8. Your deposit will be redeemed against your final bill.

PRIVATE HIRE & MINIMUM SPENDS

1. Cally Munchy applies a 'minimum spend' for exclusive use of certain areas in the venue.
2. The 'minimum spend' is the least amount of money a party must spend for exclusive use of certain areas in the venue.
3. If you reach the minimum spend, we will notify the event appointee and your deposit will be redeemed against your final bill.
4. Unfortunately, if the minimum spend is not reached, then deposit monies will be retained to the value of the shortfall against the agreed minimum spend.
5. The hirer cost of the restaurant is £1000, which is none refundable unless unforeseen circumstances (e.g., natural disasters, government restrictions) that may affect the event and the potential rescheduling or cancellation in such cases.
6. Cally Munchy would only do private hires for parties over 30 guest
7. Cally Munchy require all the food choices for all guest 7 days before clients event, alongside 50% of the food cost.

HOW TO PAY YOUR DEPOSIT

1. Deposits must be paid in one transaction.

2. Payment by credit or debit card (over the phone or in person). Cally Munchy process payments via a secured network and we do not keep customer data.
3. For bank transfers, we kindly ask all BACS payments are received no later than 2 weeks before the booking date.
4. We cannot accept cheques or payments after the date of your booking.
5. Please settle all your bill on, or before the date of your booking.

CANCELLATION POLICY

1. If you need to cancel your booking, please let us know as soon as possible.
2. If you cancel more than 48hrs before your booking, your deposit will be refunded in full.
3. If you cancel less than 48hrs before your booking, your full deposit will be retained.
4. For parties of 10 people and above, Cally Munchy will require at least 96 hours notice for a full deposit refund.

During December and Special Events

1. If you cancel more than 14 days before your booking, your deposit will be refunded in full.
2. If you cancel less than 14 days before your booking, your full deposit may be retained.
3. The above also applies if you want to reschedule your booking to another date.

CONFIRMING NUMBERS

1. If your booking is confirmed for 20 people, but only 15 guests turn up, then you will forfeit your deposit for 5 people which is 25% of your guest.

PRE-ORDERS

1. Menus and menus for Special Events (including our festive set menu) have been designed so that you don't need to on the day; we will cater for all dietary requirements.
2. Your food order needs to be supplied 7 days before the event date to ensure a smooth service.
3. We also welcome wine pre-orders.

DAMAGE & GENERAL RULES

1. Cally Munchy reserves the right to retain your deposit should any damage be caused to fixtures and fittings by any member of your party.
2. All deposit amounts will be deducted from the final bill without exception unless an alternative arrangement has been agreed with the manager.
3. Any monies over and above the minimum spend agreed will be paid on the evening unless BACS is agreed by prior arrangement.
4. If the deposit is not to be deducted from the bill this deposit can only be refunded to the card it was originally paid on. No cash refunds are available. This payment can take 5-6 working days and is processed by Cally Munchy central accounts.
5. The client shall provide final menu choices, any special dietary requirements and final numbers of guests at least 10 working days prior to your event.
6. We will attempt to accommodate increases in numbers to your party however, this cannot be guaranteed. Please ensure you give as much notice as possible if the number of guests in your party changes.
7. We kindly request you to vacate the area at the agreed time or an additional hire fee may be charged.
8. Only food and drink supplied by Cally Munchy can be consumed on the premises.
9. Any losses or damages caused to Cally Munchy or its property; will be the responsibility of the company or persons that have organised the event and a fee may be charged for any damages incurred.
10. Cally Munchy will not take responsibility for any items left, lost or misplaced by a member of your party.
11. Cally Munchy are not liable for any failure or delay in the performance of our services that are beyond reasonable control – these include strikes, terrorist activities, fire or bad weather conditions.
12. Cally Munchy remind you to drink responsibly and the DPS may ask persons to leave or refuse service to any person at any time.

HOURS OF OPERATION

Restaurant seating times:

- Monday: Closed
- Tuesday: Closed
- Wednesday– Saturday:
- Lunch 12:00 – 15:00
- Dinner 17:00 – 23:00

(The last seating for dinner is 22:00)

Bar opening times:

- Monday: Closed
- Tuesday– Sunday:
- Lunch 12:00 – 15:00
- Dinner 16:00 – 22:00

(The last seating for dinner is 22:00)