



Thank you for choosing to book a table during the festive period at Washingborough Hall

**Frequently asked questions:**

**How do I book my table during the Christmas Period?**

You can book your table by contacting our friendly reception team on 01522 790 340 or [enquiries@washingboroughhall.com](mailto:enquiries@washingboroughhall.com) to book your desired date.

A non-refundable deposit of £10.00 pp for all table bookings.

Pre- orders are also required in advance of your reservation date if your table is for 7 guests or above.

**Why is my deposit lost on the day if one or more people do not turn up?**

A festive meal price includes the cost of pre-Christmas administration, menu printing, web design, training, the ingredients, the people making & serving your meal. These resources have been used to make your absent guest welcome. We respect due to their own circumstances your guest has chosen not to attend & therefore we do not request full payment but retain only the deposit paid.

**Can I obtain a refund of my deposit / payment made in advance?**

All table/function deposits are non-refundable.

**Do you cater for special dietaries?**

All guests with dietary requirements are advised to read our allergen policy, available to view on our website or upon request at reception.

Please advise upon booking & note clearly on the pre-order form.

**Will there be any changes to the menu on the day/ night?**

We will do everything we can to ensure the menu stays the same as published. Our Head Chef reserves the right to change dishes either in part or whole without notice.

**Can I set up a bar tab & order wine at the table?**

A tab can be set for the table but not for individuals. Guests can pay for individual drinks as they order if you are not paying as a group.

**Can I bring my own drinks?**

We have a fully stocked bar & a great wine list at Washingborough Hall for you to enjoy. Should you require something in particular please discuss this upon booking. Any drinks on the premises not purchased from the bars at Washingborough Hall Hotel will incur a corkage charge.

**Regarding payment, can I pay just for myself on the day/ night?**

A member of our serving team will bring your bill to your table for payment.

For all tables, we accept one payment from the booker, whether this be via cash or debit card.

One bill will be issued for the whole group. Please pay for your drinks as you go along if you intend to pay separately. Credit cards cannot be accepted for amounts in excess of £500.00.

**Do you accept cheques?**

Cheques for £100.00 & above can be accepted in advance of your booking. We only accept one cheque from the booker & this must have cleared in advance. Cheques are to be made payable to Washingborough Hall Hotel

**How can I pay gratuity?**

An optional 10% gratuity is added to all food bills from the Bar & Restaurant at Washingborough Hall Hotel. Please be assured all gratuity is shared between all members of the 'Washy Hall' team equally on an hour's worked basis.

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