

## Booking

Provisionally booked dates will be held for 7 days and can only be confirmed once the deposit and the booking form have been received.

In the event that another customer wishes to book an event for the same date as the event prior to the customer having paid any deposit element of the charges, we will notify the customer and request payment of the deposit of the charges from the customer within 24 hours of notification in order to secure the provisional date allocated to the event.

The Customer must notify us of final attendee numbers for the event no later than 14 days in advance of the event, as well as confirming all other provisional details such as any allergies, dietary requirements and extras.

## Payment

A 25% non-refundable deposit is required to secure the booking (based on estimated total cost). This will be invoiced to the email address provided.

Remaining payment will be required no later than 72 hours before the date of the event. In cases where payment has not been received, our services will not go ahead.

## Cancellation

If a customer wishes to cancel, we must be contacted in via email ([enquiries@theolivetable.co.uk](mailto:enquiries@theolivetable.co.uk)). Phone calls and voicemails will not be accepted as a cancellation method. If you need to reschedule your event, this will be at no extra cost given that we have the availability to accommodate. If we cannot accommodate your revised date request, a credit note for the amount paid will be provided. Credit notes must be used within 6 months.

In the unlikely event that we cancel your booking due to reasons out of our control (e.g. dangerous weather conditions or illness), we will offer you a refund in full or reschedule - whichever you prefer.

## Complaints

If you would like to proceed with a complaint about our services please email us as soon as possible ([enquiries@theolivetable.co.uk](mailto:enquiries@theolivetable.co.uk)). We aim to resolve any complaints promptly and efficiently.

## Travel

Travel within a 10 mile radius of our base (NE15) is free of charge. Outside of this area a mileage rate of 0.45 pence per mile will be added to your invoice.