

LOUNGERS

LOUNGE – BOOKING TERMS & CONDITIONS

View our policies here: [Statements, Policies & T&Cs - Lounges \(thelounges.co.uk\)](#)

If you have made a booking with us, please read the bookings T&Cs carefully. We may occasionally change the terms and conditions of use, so please check our website before your booking for the latest information. Information provided at www.thelounges.co.uk is correct at the time of publishing, to the best of our knowledge. However, Lounge reserve/withhold the right to change menus, offers and events.

ALLERGIES

Your safety is our greatest concern and because allergies can be life-threatening we ask you to think carefully about the risks before you order. Please notify us of any allergies in your group when making your booking, pre-ordering your food and when you arrive on the day.

We work very hard with our suppliers and our teams on allergen processes and checks and are proud of the service we provide for people with allergies and intolerances.

However due to the way our food is prepared, we cannot 100% guarantee that any dish is allergen free. We recommend that you check the Allergen Matrix via our website for our full allergen statement and dish information.

BOOKING CONFIRMATION

A booking enquiry made via our website is not a confirmed booking. Once the Lounge has accepted your booking, you will receive booking confirmation via email of the time, date and party size. For your booking to be fully confirmed, you will need to agree to the booking Terms & Conditions laid out below.

All offers, menus and pricing are subject to change, this includes all bookings made in advance.

CANCELLATION POLICY

Should you wish to change or cancel your booking, you can do so by visiting our guest booking portal in the email link our team have sent to you.

Cancellations can be made up to 48 hours in advance, either by visiting the booking portal or calling your local Lounge. Please give as much notice as possible to allow our teams to plan.

PRE-ORDERS

We only require pre-orders at Christmas time for our Christmas Party menu. Please note, standard menu bookings do not require a pre-order.

As part of your booking enquiry on our website, you will select our Christmas Party Menu which gives you an option the 2 or 3 course menus. Once we've confirmed your booking via email, you will receive a follow up email in which there will be a link to enter your pre-order in the guest portal.

The lead party booker (the guest making the online booking enquiry) is responsible for inputting the pre-orders (starter, main course and pudding, if applicable) for all guests in the group. Please note that our tapas starters are designed for sharing.

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To guarantee your menu choices for food, please pre-order as soon as possible. We ask that all Christmas pre-orders are submitted 5 days before your table booking. Note, you will receive an email reminder prior to the pre-order deadline.

OTHER INFORMATION

We will hold your table for as long as we can, but during busy Christmas periods, if you fail to arrive promptly (or without prior notice of delay) there is a risk your table will be given to another guest. Please give your local Lounge a call if you are running late to help them plan.

Lounge accepts no responsibility for the loss or damage to any items left in its care. All items are left at the owner's risk. Should you have property that needs to be reclaimed, we will ask for proof of ID upon collection. Please contact the site directly for any lost property. For full information, please see our Privacy Policy.

CARD GUARANTEE

To secure your booking, card details will be requested. We won't charge you anything in advance, but in the event of a no-show, a charge of £5 per person will be applied.

You will receive an email confirmation of your booking. Within this, there will be a link to the guest booking portal. Upon entering the surname under which the booking is made, you will be asked to input your card details there. Only one set of card details (those of the lead booker) will be required.

All bookings are considered provisional enquiries until the card guarantee has been completed in the guest booking portal.

No charge will be made in advance but if you don't honour or don't cancel your booking, a charge of £5 per person will be applied. This charge will be taken from the card up to 48 hours after the planned booking. We ask that you give us as much notice of a cancellation or change in numbers as possible. You can cancel by using the link in your booking confirmation or emailing/calling the Lounge direct, with your booking details.

Lounge reserves the right to cancel your booking at any time.

PRICING AND VAT

All prices include VAT. We reserve the right to adjust our pricing according to any changes in the rate of VAT and new menu pricing. We may need to change or withdraw this menu from time to time due to local events. An optional service charge may be added to your bill.

SERVICE PROVIDERS

The Lounges booking system is provided by Zonal via the LiveRES platform (<https://bookings.liveres.co.uk/tc.html>). Your booking confirmation is contingent upon a card guarantee. Credit and debit card details are required to secure your booking and will be processed by Braintree (braintreepayments.com), a division of PayPal (Europe) S.à r.l. et Cie, S.C.A. ("Braintree").

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These details are vaulted and retained from the time of provision until 48 hours after the booking time, and are exclusively used to facilitate a charge of £5 per person only in the event of a “no show” where the booking is neither honoured nor cancelled with at least 48 hours’ notice.

Your booking confirmation is contingent upon a card guarantee. Credit card details are required to secure your booking and will be processed by Braintree (braintreepayments.com), a division of PayPal (Europe) S.à r.l. et Cie, S.C.A. (“Braintree”).

For further details on the security measures employed to safeguard your information, we encourage you to visit braintreepayments.com/gb/features/data-security.