

POLLEN STREET SOCIAL

J A S O N A T H E R T O N

CANCELLATION POLICY

Please note that we have a **24-hour cancellation policy** and **an e-mail notice is required for any cancellations**. Credit card details are required for all reservations and a deposit of £40pp will be taken from the card provided 24 hours prior to the booking.

For cancellations or no-shows which occur outside the required 24-hour period prior to the booking time, a refund will no longer be possible.

For bookings at the chef's counter, credit card details are also required and a **deposit of £150pp will be taken upon making the booking**. A 48-hour e-mail notice is required for any cancellations at the chef's counter and any payments made will not be refundable should the cancellation be made outside the required cancellation period.

We should also be notified of any reduction in the number of diners 24 hours prior to the reservation to avoid being charged for the anticipated number of diners.

In this scenario, a charge of £40 per person will apply should four (4) and above drop out from the party on the day.

**Cancellations will need to be made in writing
by emailing reservations@pollenstreetsocial.com**

Please note that Sunday is a business closure day and as such does not count towards any cancellation period.

If you are running late, please call to let us know.
Your table will be held for 30 minutes after your booking time.

We look forward to welcoming you to Pollen Street Social