

POLLEN STREET SOCIAL

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

CANCELLATION POLICY

Thank you for booking with us.

Please be advised that we have a cancellation policy in place and charges may apply so we do advise that you read our cancellation policy thoroughly as this is non-refundable.

Please note that we have a 48-hour cancellation policy for all reservations in the restaurant (including our chef's counter). Credit card details are required for ALL bookings and a £40pp charge will automatically be taken from the card provided should you fail to cancel your reservation 48 hours prior to the booking. This amount is not refundable, and bookings are not transferable to a new date within the 48-hour period.

Any amendments must be made 48 hours prior to the booking, otherwise a charge of £40pp will apply

Kindly note your reservation has been made for our restaurant and not for a particular area. We cannot guarantee a specific table, but we will of course do our best to accommodate requests. None of the staff can promise where you will be seated. Requests always remain subject to availability, and at the restaurant's discretion. If this is not possible, we appreciate your patience and understanding. Thank you.

Regretfully, we are unable to accommodate babies or children under 12 years old in the restaurant for dinner service.

To cancel your booking, please call us at 02072907600 or e-mail us at reservations@pollenstreetsocial.com.

Please note that our reservations office is closed on Saturday and Sunday hence any e-mails sent on these days will receive a reply on Monday.

If you are running late, please do 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.