

*The River Exe Café*



### [Terms and Conditions.](#)

*As a customer of The River Exe Café, you accept and agree to be bound by the Terms and Conditions detailed below. In addition, when using the Services provided, you shall be subject to any posted guidelines or rules applicable. Any participation in this service will constitute acceptance of this agreement. If you do not agree to abide by the Terms and Conditions, please do not use this service. We aim to make our dining experience the very best for all concerned and through our Terms and Conditions we ensure that everyone is safe and happy whilst with us.*

### Restaurant Bookings.

All table bookings are for a period of two hours, unless otherwise agreed. After this time, you may be asked to vacate your table. Please do not feel offended but as we are floating in the Exe Estuary our uniqueness means that we need punctual timings as not to impact other guests.

For groups of up to 12 guests you can book using Open Table or direct with us at River Exe Café. For larger groups, you will need to call us. For groups of over 12 guests, a pre-order will be necessary at least 2 weeks prior to your reservation date. A credit or debit card secures all bookings; however, no money is charged to your account unless a cancellation fee is applied.

For Private Hire of River Exe Café, we ask for a deposit of 10% and the remainder of the Minimum Spend balance to be paid in full two weeks prior to the booking date with any final bill adjustments settled on the date itself.

For all reservations, you will receive a confirmation email. If you do not receive one, please check your junk mail before contacting us. If no e-mail has been received your booking with us has not been processed.

If you book on-line and are unable to find space for the date you are looking for, please do call us as we may have a cancellation.

### Cancellations

*We are sorry that cancellation charges have become necessary but regrettably our experience dictates this precaution. We reserve the right to charge a cancellation fee for bookings cancelled within 48 hours of the booking date or if numbers are reduced without the same notice period.*

A credit or debit card secure all bookings; however, no money is charged to your account. A charge will only occur if you fail to turn up without notice, or cancel your booking within 48 hours of your table reservation. A cancellation fee of £20 per person will be charged.

In respect of a Private Hire booking where a deposit is paid; if you were to cancel we would need 30 days' notice to receive a full refund. Any other refund would be at the discretion of the Manager.

For reservations made through Open Table, cancellations or amendments can be made through your account up to 48 hours prior to the booking date. After this date, cancellations and changes must be made by telephone.

If for any unforeseen circumstance The River Exe Café had to cancel your booking, then you will be given the option to re-book or your deposit could be refunded in full.

*In all cases, we would be happy to rearrange your booking to another date, allowing you to make full use of our restaurant at a more convenient time.*

## The Restaurant

*The details below ensure a harmonious experience for all guests.*

No personal food and drink items are to be brought onto the premises.

Kindly assist your children always during your visit, including the journey to the Restaurant. The Management do not take any responsibility or liability for any accident which occurs involving unattended children during your visit to The River Exe Café or on the Water Taxi.

We welcome well behaved dogs onto The River Exe Café but please ensure that they are always kept on a lead.

The Management reserves the right to refuse entry to any guests as this is Private Property and an environment that should be enjoyed equally by all guests.

Staff at the Restaurant reserve the right to refuse alcoholic drinks to guests who are already in *high spirits*.

Smoking is permitted on The Pontoon only.

We advise all guests: Please do not leave any personal belongings unattended at any time. Management will not be liable or responsible for the loss, theft, or damage to your personal belongings.

## Allergies and Dietary Requirements

Prior knowledge of any allergies is necessary to help us endeavour to meet your requirements.

Our Allergies Book can be found on the Café but can also be sent electronically if requested.

For allergies and dietary requirements, there is a box for specifics in the on-line booking process.

Please ensure that you make any requirements known as soon as possible, either at point of on-line booking or to a member of the reservation team on 07761 116103.

*By visiting us at The River Exe Cafe you accept and agree to be bound by the terms and provision of this agreement. The Management reserves the right to amend the above details at any point.*