Dirty Gerties Booking Policy

The below applies to all table bookings.

We don't add service charge to your drinks or food bill unless you are privately hiring the entire venue\*

Any booking for 8+ requires a £7pp pre-authoriation deposit (lunch/dinner/drinks).

Function Bookings of 25+ require a deposit of £10pp (exc VAT).

If you need to cancel your booking, or make changes please let us know at least 72 hours prior to your booking to avoid cancellation charges details below. Any decrease in guest numbers will forfeit the deposit paid for these guests.

Where applicable (large groups 8+), verification of your card details must be completed within 72 hours of enquiring to confirm your booking. If your card details have not been verified within 72 hours, the booking will be released.

For pre-booked special events. In special circumstances, bookings may be transferred to an alternative date before the end of the year if booking on the same package.

CANCELLATIONS – Any cancellations made within 1 week of the booking, will result in full charges.

In the event that hospitality are placed under restrictions meaning we are unable to host your booking by law, deposits can be refunded or transferred to an alternative date.

If no one from your party has arrived within 30 mins of your booking, we reserve the right to reallocate the space/table.

We ask that you accept our terms and conditions including our cancellation charges during the payment process.

All credit/debit card payments are securely handled by industry-leading payment processor and are never stored on our website.

As outlined in our privacy policy, we will not share your personal information with third parties for marketing purposes without your consent.

Those suffering from food intolerances or food allergies are advised to notify us 72 hours in advance of their arrival. If Dirty Gerties is not warned about any allergies, we are not liable. Please be aware that some dishes may contain or have traces of nuts.

Any food and drink that has not been prepared by our staff is not permitted at Dirty Gerties – there are exceptions for Birthday cakes and baby food (please note: we are not liable for any food we did not prepare.)

CANCELLATION POLICY (applies to standard bookings)

If you need to cancel your booking, we require at least 72 hours notice for all groups of 8+. Without this notice, we reserve the right to charge the relevant amount to your credit/debit card. (groups of 10-20: £50, 20-30: £100, 30+: £150)

If you do not turn up for your booking we will charge the relevant amount to your debit/credit card.

Reducing the group size by 25% or more, less than 72 hours prior to your booking, will result in your credit/debit being charged for the relevant amount. If you wish to change the group size, please do so more than 72 hours in advance of the booking.

Increasing party size prior to arrival must be completed 72 hours prior to your booking (please note we send a reminder 72 hours before your booking.)

UNDER 25s POLICY

Whilst we welcome children and young adults of all ages on a Sunday, we do operate Challenge 25 Thursday to Sunday, whereby any person consuming alcohol will be asked to produce Photo ID containing their birth date. Without the necessary documentation they will be refused the sale of alcohol.

DAMAGES

If there is any damage to the building, then we reserve the right to charge the cost of repairs to the debit or credit card used in the verification process.

PRIVATE HIRE

Private venue hire includes use of entire venue, bar and waiting staff and bespoke drinks/cocktail menu’s. We are happy to help you book added extras such as entertainment and if you wanted to extend our license with prior notice we can put an application in for that to happen for an additional cost. BCP council usually require 2 months notice in advance to organise this.

A 20% non refundable deposit will be required upon booking your party.

\*\* all private hire group bookings will be subject to a 10% service charge

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