
H O L L A N D

H O S P I T A L I T Y



1st May 2022

Booking Policy – Terms & Conditions For Our Diners

Bookings

All enquiries require card details to confirm it is a booking. Bookings below 6 guests will require card details to be held. Bookings of over 6 guests require a deposit of £5.00 per guest. Bookings over 11 require a capped booked fee of £50.00. If a guest is to cancel their booking 48 hours prior to the booking date, they will receive a full refund and not be charged. Should a guest not show up or cancel within the 48 hour period, they will then be charged a “no show fee” of £20.00 per guest, or there deposit will be kept.

All card details/deposits need to be processed securely and safely via Stripe on Res Diary platform. Customers can automatically fill this in themselves when making a booking online. However if a customer calls or emails to make a booking, HH staff must collect the required details and information to secure the booking, then input this via Res Diary to confirm the booking.

Pre – Orders

Pre Orders may need to be collected at The White Pheasant & The Anchor Burwell on groups over 10. The Maids Head needs pre orders collected on groups over 15.