

THE STAR INN THE HARBOUR RESTAURANT BOOKINGS POLICY UNDER TRANSITIONAL GOVERNMENT COVID-19 RESTRICTIONS FROM 19TH JULY 2021

In the interests of the safety of other diners and our staff, we would prefer our diners to continue to wear masks inside the restaurant, when not seated and we will maintain social distancing between tables for the time being.

Restaurant Reservations are secured via our online bookings system and, wherever possible, this should be used in preference to telephone bookings. We will be operating a **Table Service Only** policy for inside diners and both pre- and post-prandial drinks should be taken at your table. We recommend advance online booking for all dining reservations and regret that no advance bookings are accepted for drinks only.

We will retain our 'One Way' system for entering and exiting the building until further notice.

Tables are reserved for the period of time based on the party size, which includes arrival and after dinner drinks taken at the table.

Table of: 2 guests – 1 hour 45 minutes

 3-4 guests – 2 hours

 5+ guests – 2 hours 30 minutes

Table Allocations – Please note that The Star Inn The Harbour Ltd cannot guarantee any specific table requests. We reserve the right to change table allocations up until the time of seating.

Group Bookings

In consideration of our other diners, we do not accept bookings for 'Stag' or 'Hen' parties. If you wish to bring any personal decorations for your table, which may affect other diners' restaurant experience, please check first with our Reservations Team

Well behaved dogs on a leash are welcome on the Terrace provided that the owner takes direct responsibility for ensuring that their dog acts appropriately for the Restaurant environment. We have a few dog-friendly tables but these are allocated to those booking in advance/on a first-come-first-served basis.

Whilst we are no longer required to request contact information for every single visitor to the restaurant, we do require a name and contact telephone number for one member of every party to permit us to make contact after the visit in certain limited circumstances.

Outside Tables – Diners are advised to arrive suitably attired and equipped for the weather conditions. We cannot guarantee any waterproof covering to any of our tables or provision of any heaters.

Deposits & 'No Show' Policy'

We require credit card details to secure your booking. These are held securely by a third party (Stripe) and no charge is made unless the party does not arrive for the booking without prior cancellation of the booking. Cancellations for groups up to 6 people should be made no later than 24 hours prior to the booking. Larger parties of 7 or more are expected to give a minimum of 48 hours' notice for bookings up to 5th September 2021 (and 7 days thereafter). In the event of a 'No Show', a charge of £20 per person will be made using the card details.

Service Charge – A discretionary 10% service charge is automatically applied to your bill.

All gratuities, 100% of which are shared equitably amongst all of our staff, are at the customer's discretion.

Allergies and Intolerances – Guests are encouraged to notify us of any food allergies, intolerances or any special dietary needs at the time of booking and, in any case, prior to ordering.

Customer Care - Any queries regarding your meal, service, or payment must be brought to our attention at the earliest opportunity, and in any case, prior to your departure from the restaurant. Should there be any matter you wish us investigate subsequent to your departure, including any potential billing errors, these should be brought to our attention within 4 days.

Vouchers – If you have been given a gift voucher for The Star Inn The Harbour, this may be redeemed against any purchase at any time of day and on any day of the week – there are no restrictions or days/times when vouchers may be redeemed. We are unable to issue cash as change for vouchers. Gift vouchers purchased from The Star Inn The Harbour Ltd (Whitby) can be used at The Star Inn The City (York), but not at The Star Inn at Harome, and any vouchers purchased for The Star Inn at Harome cannot be redeemed at The Star Inn The Harbour, as the sites are fiscally independent from one another. Please request information regarding relaxation of these rules, currently up to 31st December 2021.

Vouchers can be purchased online: <https://thestarinn.vouchable.co.uk/>

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