

BOOKING TERMS & CONDITIONS

**WHEN BOOKING PLEASE NOTE THAT THE GARDEN AND OUTSIDE AREAS MUST BE
VACATED NO LATER THAN 22:00**

In order to make any booking using our System you must have the legal capacity to do so. You must ensure all of the information you provide is true and accurate and you must accept financial responsibility for all transactions made under your name.

Booking a table at The Crown Inn means you have to pay The Crown Inn for any food or drinks that you have ordered. The only exceptions to this will be if it is clearly indicated, before you book, that you have prepaid in advance, have a Crown Inn Gift Voucher to redeem or unless you make alternative arrangements directly with The Crown Inn.

When you use the System to place a booking you are making an offer to The Crown Inn to accept your booking. Your booking is not complete and legally binding by The Crown Inn until such time as you have received a confirmatory email from the Crown Inn accepting your booking, or that your preauthorisation, should this be applicable, has been completed. Any booking by phone with a member of The Crown Inn team is acceptance of your booking and these terms. *

If you wish to cancel or alter your booking, please do so by using the System, in the first instance, or by email or by contacting The Crown Inn directly. Contact details can be found in the confirmation email.

Cancelling a booking within two hours of the booking time OR failure to attend The Crown Inn within 10 minutes after the reserved time has expired, will result in both losing the table and a charge of £5 per person "no-show" fee by The Crown Inn. The decision whether to debit your card with a cancellation fee or "no-show" fee is entirely at the discretion of The Crown Inn.

We have at any time, for any reason and without prior notification to you, the right to cancel the booking without any liability to you or The Crown Inn.

Failure to select a preferred seating area i.e., either inside or outside*, may result in the system allocating you a table in an area you did not want.

Whilst some of our outside tables are under cover and heated - these are allocated on a first come first served basis.

*We have limited seating inside therefore if it is raining on the day of your booking, and you have an outside table, we will make all reasonable endeavours to accommodate you inside - please call us on the day of your booking.

We have at any time, for any reason and without prior notification to you, the right to terminate or restrict, suspend or terminate your access to any or all of the System if we believe that you are misusing the System or if you are in breach of these User Terms.

Because your contract is directly with The Crown Inn any queries or concerns that you may have in connection with your table booking should be addressed directly to The Crown Inn via the details set out in the confirmatory email or as agreed on the phone call.

We reserve the right to disable your access to our Service and, where applicable, any user ID or password issued to you at any time if, in our opinion, you have failed to comply with any of the provisions of this Agreement.

Please be advised that the drinking dining services for which you book via your use of the System are provided to you by The Crown Inn directly and not by TOGO. Therefore, by using the System to book a table you are entering into a direct contract with The Crown Inn and TOGO is NOT a party to that contract.

*All phone calls are recorded for training purposes.