

# RALPH & FINNS

S T V I N C E N T P L G L A S G O W

## Cancellation Policy

Ralph and Finns is a family run business that relies on all of the bookings being honoured. We are very aware that life can get in the way but a call to cancel or reschedule can make all the difference.

Parties of 8 or more must dine on our festive set lunch or dinner menus.

We don't accept bookings for drinks only. If you book and don't eat, we will charge £25 per person.

We request 24 hours' notice of cancellation or amendment wherever possible.

For parties booked in our private dining room we require 72 hours' notice of cancellation or amendment.

You will be contacted within 48 hours before to confirm your booking. If the party turn up with less numbers than confirmed, there will be a charge of £25 per person.

For all reservations we require your debit/credit card details. These will be held in a secure PCI-DSS compliant vault. For further information, please visit: <https://stripe.com/docs/security/stripe>

A charge of £25 per person will be made if the cancellation terms above are not met. Unfortunately, our experience of parties failing to cancel or amend bookings dictates this precaution is now necessary.

We will contact you a day or two prior to your reservation via telephone or SMS to confirm. Unfortunately, we are unable to hold unconfirmed reservations.

We politely ask that you are ready to be seated at your time of booking or contact us if you are running late. We hold tables for 15 minutes and will release it if we have not been contacted. If the party is excessively late they may be a delay to the table ordering.

By making a reservation at Ralph and Finns you agree to our reservation and cancellation terms.

We wish to thank you for your understanding and co-operation and look forward to welcoming you to Ralph and Finns.

