



TERMS & CONDITIONS CHRISTMAS 2017

- Prior to booking please confirm the availability of your required date & time with our Christmas Coordinator via email info@citation-glasgow.com or calling **0141 559 6799**
- In order to confirm your booking during the festive period, dining from any of our Christmas Menus a **NON-REFUNDABLE DEPOSIT** of £15 per person is required at the time of booking.
- Once your booking is confirmed the deposit you have paid per person is secured against the number of people confirmed (For example: 10 People = £150.00)
- Cancellations will result in loss of payments made per cancelled person. (Booking for 15 people, pay 15 x £36.95 (full payment) and only 13 arrive = lose £73.90)
- Bookings should not be considered confirmed until you have receipt of deposits paid.
- Please ensure you carefully calculate your numbers before confirmation.
- Provisional bookings are not accepted and we are unable to “hold” any enquiries without a deposit.
- A 10% service charge will be added to your food bill for parties of 8 or more. This is due on the final balance date.
- Your final balance is required by **THURSDAY 30TH NOVEMBER 2017** or 7 days prior for bookings earlier than Friday 8th December.
- Citation reserves the right to cancel any bookings failing to pay their final balance by the 30th November. Parties of less than 6 may settle the balance amount on your booking date.
- Any bookings for parties of 6 or more made after Thursday 30th November are required to be paid in full at the time of booking.
- Menus are subject to change without prior notice.
- We are unable to offer individual drink bills or tabs. Drinks service will be via waiter/waitress service.
- We will endeavour to accommodate requests to increase your numbers after your initial booking; this requires additional deposit/full payment per person & is subject to availability. Additions can only be made via the original Party Organiser. Any additions or cancellations must be confirmed in writing.
- Payments can be paid in person at Citation by cash or debit/credit card.
- We do not accept cheques or bacs/bank transfers as payment.
- Please **DO NOT** send cash through the post, cash can only be paid in person at Citation.
- Debit or Credit Card payments can also be taken over the telephone or by completing the payment details section on our booking form.
- Bookings can be made via telephone between the hours of 10.00am-4.00pm Monday-Friday via our Christmas Coordinator.
- All payments are strictly non refundable & non transferable.
- Cancellations will result in loss of payments made per cancelled person.
- **Please note meals will not be served for cancellations/no shows.**
- Advance notification is required for specific dietary needs- please ensure your server is aware upon arrival on your booking date.
- To ensure our booking slots run efficiently all bookings will be given a strict “seated by” time and a strict “out by” time, which parties must adhere to. Please ensure you arrive & are seated by your confirmed booking time.
- Late arrival of parties may result in service being delayed and one or more courses being forfeited in order to accommodate. Your menu price will not be adjusted in this instance.
- Citation does not accept liability in respect of any loss or damage to articles brought on to the premises.
- Due to increased customer traffic throughout the festive period, we are unable to reserve any seating areas within our bar area during the festive period.
- Children and young persons (under 18’s) dining in the restaurant must be accompanied by an adult at all times, are not permitted within the bar area and must vacate the premises strictly by 8.00 pm. Alcohol will not be served to any under 18 year olds.
- The management reserves the right to refuse admission and guests are respectfully reminded to conduct themselves in an appropriate manner.
- In cases of severe weather Citation is unable to offer refunds however we will endeavour to accommodate your party at a later date, before 31st January 2018.

I HAVE READ & FULLY UNDERSTOOD THE TERMS & CONDITIONS OF FESTIVE BOOKINGS FOR CITATION.
I UNDERSTAND THAT ANY CANCELATIONS OR NO SHOWS WILL RESULT IN LOSS OF MONIES PAID PER PERSON - (£15 DEPOSIT UP TO 30TH NOVEMBER/FULL PAYMENT AFTER 30TH NOVEMBER).

Party Organiser’s Name (Main contact):

Party Organiser Sign:

Date of Christmas Booking: Date Signed:

Christmas Coordinator Completing Booking: Date Signed: