

Booking terms & conditions

The following represents an agreement (the "Agreement") between Lurra Ltd (the "Restaurant") and you relating to your booking (the "Booking").

Kindly note that, until your agreed deposit is received as set out below, your Booking will not be confirmed and it may therefore be released at the discretion of the Restaurant.

Minimum spend

We will agree a minimum spend with you, to which service charge of 15% will be added. Please note that, if the agreed minimum spend amount is not met, we will charge you an additional amount equal to the difference between the actual spend for your Booking and the agreed minimum spend. Service charge of 15% will be added to this amount.

Deposit

In consideration for the Restaurant making a reservation on your behalf, you are required to provide us with credit or debit card details: a deposit will be charged to your card and deducted from the final bill on the day of your Booking. The deposit will be calculated as: the agreed minimum spend + service charge of 15% + any agreed room hire fee.

If the Restaurant is unable to perform its obligations under this Agreement for any reason beyond the Restaurant's reasonable control, including but not limited to: fire; flood, or other emergency conditions; or the carrying out of necessary and essential repairs to the Restaurant (or any delay to the completion of such repairs), the Restaurant shall have no liability to you of any kind in respect of such non-performance, beyond the return of the deposit you have paid.

Cancellation

For Bookings of up to 40 people, cancellations (including partial cancellations) must be confirmed in writing no later than 14 days prior to the reservation date for your Booking. For Bookings of more than 40 people, such written confirmation must be provided no later than 28 days prior to the reservation date for your Booking.

In the event that you do not honour the reservation in whole, or you cancel it with less than the required notice period, the Restaurant will retain the full amount of the agreed deposit, making it non-refundable.

Menu/drinks choice & final guests number

We kindly ask you to provide us with your final menu choices at least 7 days prior to the date for your Booking, and that you at the same time re-confirm the final number of guests. Failure to do so may result in a set menu being chosen on your behalf. If the final number of guests decreases after this time, you will still be charged for the agreed set menu per guest.

For wine pre-orders, we require the choice 14 days prior to your reservation date in order to ensure we hold the relevant choices in stock. In the event that a chosen wine is not available from our suppliers, we will provide you with a suitable alternative which will be similar in price and quality.

Please note that all our menus are subject to seasonal changes, and that all quoted prices and minimum spends are inclusive of VAT and are subject to change. Should there be such a change, we will endeavour to notify you as soon as we are reasonably able to do so.

Service charge

A discretionary service charge of 15% will be added to your bill.