

White Horse Terms & Conditions

All payment card details are held, and any deposit or cancellation fees will be processed, by Stripe Payments UK, Ltd who acts on behalf of Bellcastle Hospitality. For full details of Stripe's policy please visit <https://stripe.com/gb/privacy>

White Horse

All bookings over two guests require card details to confirm your reservation.

In the event that the booking is not honoured or is cancelled with less than 24hrs notice, a fee of £10 per person would be charged to the card. Please note that special terms & conditions may apply for key seasonal dates.

New Year's Eve: A £100 per person deposit will be charged upon booking to secure your reservation and deducted from the final bill. Extras, drinks and a discretionary service charge will be payable on the day. You can cancel or amend your booking up to 7 days before your reservation by calling the restaurant. Any amendments and cancellations within 7 days will be non-refundable.

VOUCHER TERMS & CONDITIONS

1. All Bellcastle Hospitality vouchers are to be redeemed in UK Restaurants only.
2. All postage of vouchers is to UK addresses only. **Please allow up to 7 days for Royal Mail first class delivery**
3. All vouchers are valid for **10 months from the date of sale**, unless otherwise stated on limited edition vouchers. Vouchers not used within this time will be forfeited with no entitlement to refund or exchange. It is not possible to extend the voucher beyond the stated **10 month validity period**.
4. All vouchers must be booked in advance.

5. **Vouchers cannot be used on certain holidays such as Christmas Day or New Year's Day** or certain promotional days such as Valentine's Day or Mother's Day. Please ask when booking.
6. **Vouchers used on set menus available during promotional periods such as the Festive season (November and December) will be subject to a supplement, payable on the day.** This information is contained within the product description when purchasing. Please ask when booking.
7. Vouchers for experiences (set menus, masterclasses etc) cannot be used in conjunction with any other offer, discount, promotion or government incentive.
8. Reservations are subject to availability, at our discretion. Please call the telephone number specified on the restaurant's home page to make your reservation. Purchase of a voucher is not a guarantee of a reservation.
9. Vouchers must be presented by the bearer on arrival (printed copy or via smart phone) at the relevant restaurant and must be mentioned when booking.
10. Vouchers are not refundable in cash or replaceable if lost, destroyed or stolen.
11. Risk will pass to the customer upon delivery and title will pass upon receipt of payment in full. Where vouchers are dispatched by email, risk will pass to the customer when the email is sent and title will pass upon receipt of payment in full.
12. The company reserves the right to amend these terms and conditions without prior notice.
13. For **voucher queries** relating to the menus, restaurants or bookings please call **01522 217784**, email bookings@whitehorselincn.co.uk .

REFUND POLICY

Should you be unhappy with your vouchers, please return them to us within seven (7) days of receipt and we will provide a full refund.

To request a refund, please call 01522 217784 to report the problem.

The refund would be made to the card used for payment and for the full amount stated, including the postage and packaging.

CANCELLATION POLICY

Guest cancellations of meal experiences and monetary voucher bookings are subject to the cancellation policy of that restaurant; guests may be charged a cancellation fee. Where a voucher has not been used due to the cancellation of a booking, the voucher remains valid until used or expired.

In the unlikely event a booked experience day is cancelled by the company the experience voucher shall remain valid and the company will make every endeavour to rebook the experience day at a mutually convenient time within the next 12 months. Where a booking cannot be re-arranged the experience voucher can be used in exchange for goods and services up to the face value of the voucher at a Bellcastle Hospitality Restaurant in the UK (subject to voucher expiry and reservation at the restaurant).

The company cannot be held liable for any travel or accommodation costs in relation to a cancellation and experience day vouchers that are not rebooked or exchanges for goods and service shall be forfeited.