

The Golden Boar Freckenham

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Covid 19 Cancellation Policy December 2021

Pre booked restaurant bookings

The Christmas period is very busy for the hospitality industry and in consideration of the uncertainty related to the Covid 19 pandemic, the aim of this policy, is to clarify the position regarding cancelled bookings, during these difficult times.

Customers are asked to pay a 10% non-refundable deposit at the time of booking to secure their table.

Previously, the booking terms and conditions were for full payment 14 days prior to the date of the booking. This has now been reduced to 8 days.

With this as a consideration and in light of suppliers requiring a commitment to purchase the agreed supplies, regrettably, if full payment is not received at least 8 day prior to the date booked, the booking will be cancelled.

Please note, deposits and full payment will not be refunded, unless the Golden Boar is forced to close due to government directive and they provide a grant, whereby 50% of the total amount paid will be refunded.

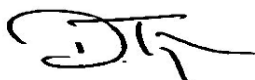
Room bookings

Any room cancelled within 48 hours of the day booked will be charged at the full fee as per the booking terms and conditions.

The exceptions to this are:

- 1 The government issue a directive instructing the premises to be closed as a result of Covid 19 restrictions.
- 2 If anyone test positive for Covid 19 a credit note may be allocated for the room to be booked at a later date. Please note proof of infection will be required and is subject to approval by either the General Manager or Director

Yours faithfully



Dave Taylor
Director
D&A Catering
t/a The Golden Boar