

Dear Christmas Organizer,

Thank you for your enquiry regarding your Christmas booking. We are delighted you are looking to share your Christmas with us, be it work or play! We include our Festive Menu and an outline of our most frequently asked questions for you as a guide for booking with us.

Deposits/Payments

- *We require a deposit of £10 per person for the Festive or Christmas Party Menus to confirm your booking*
- *All deposits are non refundable, if a circumstance arises where you need to cancel your booking we will endeavour to rearrange the date of the booking for you.*
- *Payment can be made at the Nags Head on the Thames in cash or by card, or over the phone by card. However we would prefer that the deposit be paid in person in order for us to confirm your booking with you immediately.*
- *Once we have received your deposit we will send you confirmation by email of the amount paid and the amount outstanding to be paid on the day.*

On the day

- *Please be aware that even though we are a restaurant, we still only serve alcohol to guests over 18, please do not be offended if we ask you for ID, if ID cannot be provided no sale of alcohol or consumption of alcohol can be permitted.*
- *This year we are offering all parties the opportunity to pre-order their bottles of wine and water with us, please speak to our bookings coordinator if this is something you would be interested in, we can have these drinks ready on arrival for you.*
- *All items will be listed on the bill, however we are unable to create a number of bills per table, therefore we would appreciate it if your party pay together (we can take a number of payments per table)*

Food

- *We require your food preorder to be received 10 days prior to the date of your booking.*
- *Please provide guest names alongside each order.*
- *We will endeavour to cater for any changes in food orders; however this may not always be possible at less than three days notice.*
- *If numbers increase/decrease please advise us of this ASAP.*
- *Over the Christmas period we are extremely busy with bookings, please be aware that we organize our booking times in advance. If your party arrives late, we will do our best to serve your food as quickly as possible however there may be occasions where there will be a delay.*

If you wish to make a booking or have any further questions please do not hesitate to contact us on the contact information at the footer of the page.

We look forward to hosting your booking,

The Nags Head on the Thames