

BOOKING POLICY

OUR BOOKING SYSTEM:

When making a booking at The Nags Head Haughton whether on the phone or online, this will all be made through our booking system 'OpenTable'.

When making your booking you will need to provide us with your name, contact details (mobile phone & email) and any information we may need to know such as allergies or specific dietary requirements. Also, any notes such as celebrations or needing highchairs etc. This allows us attempt to ensure that we can cater for this, as this cannot always be a guarantee.

Changes to the booking:

You are welcome to make changes to the reservation up until 24 hours prior to the booking. If you are within 24 hours please contact The Nags Head directly to make any changes.

Large Parties:

Large parties are welcomed at The Nags Head. To book parties over 12 people please contact The Nags Head directly. All parties over 6 will need to complete a £10 per person deposit. This can be done through OpenTable. This link will be sent to you upon booking. This alone will confirm your booking. Bookings of 10 people or more (this includes children) will need to pre-order their food in advance. You must leave a phone number & an email address for us to contact you with this. The pre-order must be submitted 48 hours in advance and be for all courses.

Celebration Cakes:

Upon booking you may wish to book a celebration cake. We can make these for any occasion and can be made in line with allergens or dietary requirements. If you contact the pub directly we can sort this for you. Payment must be made in advance, prior to the booking. We do encourage you to purchase one of our homemade celebration cakes rather than bring your own. If you wish to bring your own, this will be charged at £2.50 a person for every member of the party.

CARD DETAILS:

For tables of 5 and below, OpenTable will send a text message to the phone number used for the booking, confirming the details of your booking as well as providing a secure card link. Using this link you will be asked to input card details. This will not take any money from you prior to your booking unless you are a table of 6 or more. By imputing these details, it allows The Nags Head to charge the card after the fact, if a breech of this policy has been made. If you need to cancel your reservation, you need to contact The Nags Head as soon as possible, not later than 24 hours before.

For tables of 6 or more, you will be sent the OpenTable link as stated above. This *WILL* charge your card £10 per person in the form of a deposit. This money is held by OpenTable and there card company. We do not have access to this. Once you have arrived at The Nags Head for your table, the money will automatically be refunded to the card. This can take up to 7-10 working days.

Reasons for breach of policy include:

- Cancelling within 24 hours of the booking
- Not showing up for a booking made

We understand that there may be reasons why people cancel at the last minute, which is why we encourage you to rebook at a different date which we can do. Please contact the pub directly (01829260265) to make these changes.