



PLUSH CAFÉ

AFTERNOON TEA TERMS & CONDITIONS

1. Bookings:

Advertised Afternoon Tea prices are per person. Bookings are for a 90 minute period from the agreed arrival time. We may ask for the tables back after this time for our next guests. Bookings must be made at least 48 hours in advance.

A £25 deposit per table will be taken at the time of booking and the remainder of the bill will be due at the time of visit. The deposit will be taken off the final bill. Deposits can be paid over the phone (07534 524 167) or via BACs (sort code: 40-47-31 ; acc: 95018412). If you choose the BACs option please put your surname as the reference.

Tables will be held for 15 minutes from your reserved time. Please contact us as soon as possible if running late to avoid losing your table.

For groups of 6 or more, a 12.5% service charge will be added to your bill.

2. Refund Policy:

Cancellations made more than 48 hours prior to the booking will receive a full refund. Deposits are non-refundable for cancellations made within 48 hours of the booking.

3. Alcohol:

For alcoholic upgrades, no ID, no sale. We operate a 'Challenge 25' Policy. If you are lucky enough to look under 25, please have your ID ready when you place your order.

Drinking to excess will not be permitted and participants are required to drink responsibly at all times. Management reserves the right to refuse serving alcohol to any participant at any time without notice.

3. Menus & Allergens:

Menus may be subject to change for special occasions. We prepare Afternoon Teas to order so cannot make changes to these set menus on the day. If you request a change on the day this will be charged in addition the Afternoon Tea price.

Allergens must be communicated at the time of booking. All food and drink are prepared in areas where nuts, gluten and other known allergens may be present. Contact us for full allergen information.

4. Table Capacities:

Most of our tables can comfortably seat up to 4 adults. If more than 4 adults will be attending, we recommend booking additional tables. If you decide to fit more than 4 adults to a table and then change your mind on the day we may not have an additional free table for you to use.

Table capacities per room:

Garden Room

- x5 4/5-seater tables (each has x2 swing seats & bench seating, which can comfortably seat 2 adults. An additional adult or child could fit with a bit of a squeeze).

Neon Room

- 2x 2-seater tables (these could be joined to create a table for 4)
 - 2x 4-seater tables
 - 1x 6-seater table
 - 1x 3-seater sofa & 2 armchairs
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PRIVATE DINING & ROOM HIRE TERMS & CONDITIONS

Bohemian Room

- 4x 4-seater tables (an additional 1-2 people could fit at a push).

5. Health & Safety:

Plush Café fire and health & safety regulations must be observed at all times. Candles are not allowed unless agreed by management.

The Swing Seating in the Garden Room is designed to be used only as seating and should be used responsibly. The Venue will not accept responsibility for any injuries sustained from activities other than sitting in this seating, such as those caused by horseplay.

6. Obligations to Plush Café:

Plush Café will use its best endeavours to supply the service specified in the booking. Plush Café shall not be liable for any failure to provide the booked service when that failure is caused by an event beyond its reasonable control, including, but not limited to, mechanical breakdown, failure in electricity supply, flood, fire, government restriction or force majeure that may cause the premises to be temporarily closed or the event interrupted. Plush Café will, however, use its best endeavours to provide an appropriate alternative. Plush Café Ltd also reserves the right to determine and vary the location of any accommodation to be used at its discretion both before and during the period of hire.

7. Liability:

Plush Café will not accept responsibility for loss or damage to any property belonging to Guests, or any property brought or left upon Plush Café's premises by Guests. The Hirer shall be liable for and indemnify Plush Café against any claims in respect of death, injury, loss or damage where any such claim is caused by or arises by reasons of the act, omissions or neglect of the Guests.

8. COVID-19:

In the event of another government-enforced Lockdown, Plush Café will provide full refunds for any deposits. This only applies to bookings which have dates within the Lockdown period.

9. No Smoking Regulations:

Smoking or use of electronic cigarettes is prohibited in and immediately outside the Plush Café building.

10. General:

Guests are expected to behave in a responsible manner, with due regard to the regulations of Plush Café (including those relating to statutory fire and safety requirements) and any reasonable instructions of Plush Café and its staff. Plush Café reserves the right to remove any person it deems is not behaving appropriately.

Confirmation of booking by paying the deposit constitutes acceptance of the above T&Cs.