

# METROGRUPO<sup>®</sup>

RESTAURANTS & BARS

Our booking terms and conditions are outlined below. Should you have any further queries or requests ahead of your visit, please do not hesitate to contact us.

- a. **Booking Time:** Your table will be held for 15 minutes only. If you arrive after this time, we cannot guarantee you will be seated immediately. We will do our best to fit you in, and you may need to wait at the bar until a table is available.
- b. **Duration:** Tables are available for two hours, after which they will be re-booked. We respectfully ask that you are ready to be seated at the time of your reservation to ensure the best possible level of service to all of our guests. Please inform us if you require the table for longer.
- c. **Cancellation:** A credit or debit card may be required to guarantee bookings, certainly for groups more than 12 guests. Nothing will be debited from your card at the time of booking and your details will be destroyed after your visit.  
We request at least 4 hours' notice for every cancellation. For no-shows or bookings cancelled with less than four hours' notice, we reserve the right to charge £10.00 per person.  
If you are a group that has paid a deposit and don't turn up, then this will be lost.
- d. **Table requests:** We will always do our best to accommodate your requests for specific tables or specific areas when taking reservations. Due to the large number of requests, other bookings and table configurations, we cannot always guarantee your requested table. Your understanding is appreciated.
- e. **Service charge:** An optional gratuity of 7.5% for the staff is added to the tables bill for all groups 12 people or over.
- f. **Splitting bills:** Unfortunately, we are unable to split bills.
- g. **Dress code:** No shoes, no shirt, no service! We are a family friend establishment and request that beachwear is suitably covered.