

Customer Policy Slip Lane Restaurant Ltd. t/a Butcher.

Note: For December, all bookings require a booking deposit to be paid to secure their booking.

1). Reservation & General Enquiries

- a) Your name, phone, email, and payment information may be taken when making a reservation, this information is stored by our reservation's software, and only used for purposes relating to your reservation and not accessed for any other reason or passed to third parties.
- b) We take a booking deposit of €10 per person in the following instances.
- Reservations consisting of 4 or more people Weds, Thu, Sun.
 - Reservations consisting of 2 or more people Fri & Sat.
 - If you wish to cancel your reservation, we require 24hrs advance notice.
 - Refunds of deposits paid will then be reissued.
 - Reservations consisting of 6 or more people are unable to book through our online system and will need to contact us directly on Tel. 056 – 779 0655 If you wish to cancel your reservation for 6 or more people, you are required to give 48hrs advance notice.
- a) No shows will forfeit the full deposit paid at time of reservation.
- b) Any cancellations after the required notice periods your deposit refund will be at managements discretion.
- c) Refund of your deposit will be issued by Management and may take 5 – 10 working days to appear in your account.
- d) All payment card details are held by Stripe Payments Ireland Ltd. Any deposit or cancellation fees will be processed, by Stripe Payments Ireland Ltd, who act on behalf of Slip Lane Restaurant Ltd. t/a Butcher.

For full details of Stripes policy please visit,

<https://stripe.com/ie/privacy>

2). Gift Cards: Gift Cards are available for purchase in the restaurant or by phone on Tel. 056 7790655

Once purchased use of the gift card by a cardholder confirms the acceptance of the following.

- a) Gift cards defaced, mutilated, altered, lost, or stolen will not be replaced.
- b) Gift cards cannot be redeemed for cash, reloaded, returned for a refund, have their balance consolidated to a new gift card or be replaced after expiry.
- c) On purchase of a gift card, it will be valid for use for 5yrs from that date, subject to the above conditions

3). Splitting Bills: We cannot split bills for customers so please do not ask.

4). Cakes: We do not permit any occasion cakes to be brought in and consumed on the premises for health and safety.

reasons, as we cannot account for or correctly verify the ingredients for allergens.

5). Corkage: Corkage charges are €20.00 per bottle.

6). Children's Policy: We kindly request small children vacate the restaurant by 7pm.

7). Children's Menu: Available for children up to 12 years old.

8). Pets: We do not permit pets on the premises save for guide/service dogs.

9). Loss or Theft: Management will not accept responsibility for the loss or damage to any personal belongings left unattended on our premises. Any loss or damage incurred is at the risk of the customer.

Butcher Management

Tel: 056 779 0655