

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

### **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 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). 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.

### **4). Corkage**

Corkage charges are €20.00 per bottle.

### **5). Pets**

We do not permit pets on the premises save for guide/service dogs.

Butcher Management  
Tel. 056 779 0655