



H'Igloo Guest Booking Guidelines.

Dear Valued Guest,

Thank you for your enquiry regarding booking one of our unique outdoor H'Igloos. We cannot wait to welcome you and your guests, but before we confirm your booking there is some important information, we need to share with you.

Boring Stuff:

- ❖ Please note your lunch booking reserves your H'Igloo from 12-5pm and dinner bookings 6pm – last orders.
- ❖ There will be a non-refundable booking charge of £50.00 (this can be charged at the same time as your deposit, prior to your booking or can be applied to your final bill, whichever suits your party best) This fee is to cover the cost of your logs for the evening and exclusive use of your extra cosy H'Igloo.
- ❖ We know that most people will treat our H'Igloos with care but sadly not everyone will. Therefore, we are asking for a £200.00 security deposit before we finalise your booking, which we will refund to you within 48 hours of your booking if there is no damage. We are not unreasonable, and we recognise that accidents do happen, and we want to protect your deposit as much as you do, so please alert us of any accidents or breakages as soon as they happen so we can discuss. We really hope we will be giving everyone's deposit back!

Exciting Stuff: It is your H'Igloo whilst you are there - let's make it fun.

- ❖ You are more than welcome to bring a form of Bluetooth/wireless speaker with you if you would like some background music but please do be considerate to our other guests.
- ❖ You are more than welcome to bring decorations with you if you are celebrating a special occasion, we ask that these are secured in a way that does not damage the structure i.e. no nails, tacks or staples. Our staff will be happy to make suggestions if necessary.
- ❖ Your H'Igloo will have a log burning fire situated within or very near to it to supply you with heat while you eat. Our staff will maintain them for you wherever possible but please feel free to stoke your fire to suit. Please do not burn anything other than the logs provided and please note that the fire and surrounding area will get very warm – be very careful!

Incredibly important stuff: Please read!

- ❖ Please supervise any children or animals when the fires are on as we cannot accept any responsibility if any accidents occur.
- ❖ No smoking is permitted within your H'Igloos or on the outdoor patio area - if you would like to smoke, please head to one of our designated smoking areas (in front of the pub or to the back at the carpark).
- ❖ Only food and drink purchased on our premises should be consumed within our H'Igloos unless previously arranged with our management team- failure to comply could result in extra fees being applied to your bill.
- ❖ Most importantly we want you and your guests to have the most incredible experience with us so please do just let us know of anything we can do to make that the case.