

**Please do use email for all enquiries:** [winery@squerryes.co.uk](mailto:winery@squerryes.co.uk)

We deal with enquiries much more quickly and efficiently via email than the telephone and we aim to respond to all emails with 48 hours. If you require an urgent response because you are emailing about a booking the next day, please start your subject line with 'urgent'.

We are not open on Mondays and Tuesdays so we are unable to answer the phone on these days. Please do not reply to your booking email as this is an unmonitored email address and will not be picked up.

### **Opening Hours**

- The Terrace Restaurant is open from 12pm with a last booking at 4:30pm on Wednesdays, Thursdays and Sunday and 12pm with a last booking at 7pm on Fridays and Saturdays.
- The Bottle Store Restaurant is our wet weather option over the summer and will reopen fully from the 22<sup>nd</sup> September with times to be confirmed.
- Each booking is 2.5 hours - we can sometimes extend a time slot – please email [winery@squerryes.co.uk](mailto:winery@squerryes.co.uk) if you would like to know if this is possible.
- We are closed on a Monday and Tuesday.

### **Cancellations / Changes to your Booking**

- Please email [winery@squerryes.co.uk](mailto:winery@squerryes.co.uk) - do not reply to your booking confirmation email as this is an unmonitored email account.
- Please remember to do this at least **48 hours ahead** of your original booking
  - - our system automatically charges the £15 a head for bookings **changed or cancelled** within 48 hours of this time and for any 'no-shows'.
  - This £15 charge also applies to changing a booking to a different date within 48 hours of your reservation.

### **Getting in Touch**

- We do not receive emails sent in direct reply to your booking confirmation, so this does not count as a cancellation or change.
- Please email to change the number of guests. It may or may not be possible to increase your table size but we will do our best to accommodate any changes.
- Please also note that certain tables are reserved for a minimum number of guests (i.e. 4 or 6) so there may sometimes be a charge to reducing your numbers within 48 hours of your booking.

## **Running Late**

We have a 20-minute grace period, after which we may need to reallocate your table. If you are able to give us a call or send us an email to let us know, we would appreciate that.

If we have not heard from you, we may give you a call to check whether you are still coming.

## **Dogs**

If you are dining at The Terrace Restaurant, we allow well-behaved and silent dogs on leads. We do not permit dogs in The Bottle Store Restaurant.

## **Birthday and Special Occasions**

- Please let your server know at the beginning of your booking if there is a birthday or special occasion.
- We do not allow guests to bring their own cakes, but we can add a candle to a dessert and a group of our wait staff will sing too!
- You are welcome to bring a balloon/small decoration with you as long as you take it away with you.

## **Children**

Well-behaved children are welcome at The Terrace Restaurant, but they must remain with your table and are not allowed to roam about freely. Please note, we do not have a separate children's menu.

## **Allergies**

Our menus contain full allergen information. If you would like to discuss any dietary requirements further, please email [winery@squerryes.co.uk](mailto:winery@squerryes.co.uk) or ask to speak to the Restaurant Manager upon your arrival.

## **Is your Restaurant Inside or Outside?**

- The Terrace Restaurant is outside. Every table can have at least a parasol, so you will be shaded from the sun and light rain.
- In extreme weather conditions, we may move bookings from The Terrace Restaurant into The Bottle Store Restaurant. There are fewer covers in The Bottle Store Restaurant than in The Terrace Restaurant, so in very exceptional circumstances, we may have to cancel some tables.

## **Extreme Weather**

- All tables on our Terrace have at least a parasol over them, so you will be protected from light rain.
- In the event of heavier rain and wind, we may decide to move tables inside into The Bottle Store Restaurant. We will still operate The Terrace Restaurant menu.
- Our larger groups will likely remain on the Covered Terrace at the rear of the winery as this is more protected from poor weather conditions.
- The decision as to whether to move bookings from The Terrace Restaurant to The Bottle Store Restaurant is taken by the Squerryes Team and we try to give our guests as much warning as possible but, as we all know, the British weather can be very unpredictable! We continually check the weather forecast in the days leading up to your booking.
- Please note that we do not have heaters. On cold days and early evenings, we have blankets available for purchase. Please ask your waiter or waitress.

## **Walk-in Tastings**

- We are not currently offering drop-in tours and tastings. It is possible to order a glass of our 2017 vintage Brut and of our 2018 vintage Rosé from our menu. Our 2016 Blanc de Blancs is only available by the bottle.
- If you are interested in booking a Squerryes wine experience, we recommend a guided vineyard tour and Squerryes tasting for which you can find out more information from our tour and tasting web page.

## **Large Parties**

Any bookings larger than 10 people are considered 'large parties'. We have decided to make some changes to our handling of these tables to ease pressure on the kitchen and make sure your experience is as smooth and enjoyable as possible.

Please contact [winery@squerryes.co.uk](mailto:winery@squerryes.co.uk) to book this.

- We require a £15 a head deposit for these larger bookings instead of a card authentication. We will arrange this as soon as possible with you, either via phone or meal. This amount will be removed from your bill at the end of your visit.
- For bookings of between 11 and 20 people, we offer a reduce Events menu (usually 3 options for each course), instead of pre-ordering in advance.
- For bookings of 20+, we will put you in touch with our Estate Chef to discuss your food options in greater detail.
- We are unable to take large bookings before 3pm.

## Specific Requests

- When making your booking, we recommend that you put any requests about table requirements into the 'requests' box as part of the booking form
- Please note this does not guarantee that we can fulfil your request or place you on your chosen table as availability is dependent on table sizes and the sizes and times of other bookings.

## Website Booking - Card Authentication

At the point of booking your table, we do ask for a debit or credit card authentication to secure your booking with us. This is only an authentication, not a deposit - we do not take any money from your account unless you cancel your booking within 48 hours of the date or do not turn up.

- If your card is not being accepted for authentication, we recommend trying a different card and a different device before contacting us.
- Please email [winery@squerryes.co.uk](mailto:winery@squerryes.co.uk) with your desired booking details (date, time, number of guests) and a contact number. We will give you a call to process the authentication as soon as possible.

## Private Hire / Events

If you are looking for a venue for a private celebration, please email [winery@squerryes.co.uk](mailto:winery@squerryes.co.uk) and we will get in touch with you as soon as possible.