

The Butchers Social Booking and Cancellation Policy

The Butchers Social is open for lunch between 12pm and 3pm, Monday to Friday, 12pm and 5pm on a Saturday and 12pm and 6pm on a Sunday. We also open for dinner between 6pm and 9.30pm Monday to Saturday. We can seat up to 65 guests during lunch and Dinner but we are only able to accommodate so many guests within each half hour period in order to ensure that you receive the best level of service from us, and we do ask that once you have secured a reservation at a particular time that you adhere to that time.

We strongly recommended that groups reserve a table in advance by contacting the team directly.

Tel: 01564 792135 Email: info@thebutchers.social

If a reservation is made then the table is yours for a 2 hour period unless you have requested otherwise (larger groups of 8 or more will have 3 hours) and we do not normally ask you to vacate a table. However, should you arrive more than 30 minutes after your booking time without forewarning, then you may lose your table to another group.

We would respectfully ask that you are ready to be seated at the time of your reservation. Should you arrive after your booking time, we may need to hold you back to a later time to ensure the best possible level of service to all our guests.

It is essential that we are notified of any specific dietary requirements prior to your visit to ensure that we can cater for you appropriately. If you have not informed us at the point of booking, please contact the restaurant to discuss your requirements with a member of our team.

Any guests wishing to bring their Dog, please make us aware at the time of booking as we only allow dogs in the bar area and Garden.

Tables are allocated on the day by the restaurant team and although we will do everything we can to allocate a table in your preferred area of the dining room or bar area, we cannot always guarantee this.

Cancellation Policy

The restaurant's continued viability relies on reservations being honoured by our customers, and adequate notice being given of any changes or cancellations.

Accordingly, the following applies:

1. We reserve the right to charge a cancellation fee for any booking that is cancelled, or if numbers are reduced without prior notice. This includes special events, charity, group bookings and any other bookings made with us.
2. In the case of 'exclusive use' bookings, the minimum spend charge is applied, and a per person charge for any extra guests.
3. For all bookings of up to 6 guests, you must notify us of a cancellation or any changes to the number of guests at least 24 hours prior to your booking.
4. For bookings of 7 guests or more then 48 hours notice is required.
5. The Butchers Social reserves the right to charge a cancellation fee of £30 per person for any bookings changed or cancelled within this 24 hour / 48 hour notice period.
6. The cancellation fee reflects the cost incurred by The Butchers Social in terms of staffing, food, and any lost revenue as a result of turning away other potential bookings.
7. Any bookings, which fail to turn up without any prior notice, will also incur a £40 per person fee.
8. Where possible, The Butchers Social team will actively manage restaurant bookings by checking attendance with the main guests/contact we have in our bookings diary.
9. No Fee will be applied if we are able to fill the seats and/or resell the table.
10. In the case of special event booking (including but not limited to functions, group bookings, tasting events, New Years Eve, Valentines Day, Mothers Day, Fathers Day and Christmas and New Year week events), the cancellation fee may be up to 100% of the ticket price.
11. Credit Card details will be required to confirm your booking, and any cancellation fee will be charged to the nominated credit card in the event of a fee being applied.
12. We will notify you of any cancellation fee applied.