

## **Christmas day**

### Restaurant:

#### *General*

- For all Christmas Day reservations, you will be required to make a pre-payment of £75 per person and this pre-payment will be removed from your bill when you dine with us. Please note, this pre-payment must be made in order to book for Christmas Day.
- For bookings on Christmas Day, please note that the maximum capacity is 10 people. We are unable to satisfy large party booking that exceed this capacity. This is specific to Christmas day only.
- We will only have the Christmas day menu available to order from on the day. Please note, we do not require guests to pre-order.

#### *Open times*

- Christmas Day bookings are available from 11:30am to the last seating at 4pm. Please note that the restaurant will be closing at 7pm.

#### *No shows and Cancellations*

- We ask for notice of cancellations prior to December 1st for Christmas Day bookings, and you will receive a full refund of the £75 per person pre-payment.
- Please note, all cancellations made on December 1<sup>st</sup> or later are non-refundable.
- For no shows, the pre-payment is non-refundable.
- In the process of increasing or decreasing your party size, we will require 7 days notice in order to refund the pre-payment in accordance with the number of guests unable to attend.
- Please note, amendments to reduce party size less than 7 days prior are non-refundable.

### Igloo:

#### *General*

- For all Christmas Day reservations, you will be required to make a pre-payment of £75 per person and this pre-payment will be removed from your bill when you dine with us.
- Please note, this pre-payment must be made in order to book for Christmas Day.
- For igloo bookings, please note that the maximum capacity is 8 people. We are unable to exceed this number of people for the igloos.
- Please note, you will have the Christmas Day Igloo for a duration of 3 hours.
- We will only have the Christmas day menu available to order from on the day. Please note, we do not require guests to pre-order.

#### *Open times*

- Christmas Day bookings are available from 12pm and 4pm will be the last seating. Please note that the restaurants will be closing at 7pm.

#### *No shows and Cancellations*

- We ask for notice of cancellations prior to December 1st for Christmas Day bookings and you will receive a full refund of the £75 per person pre-payment.
- Please note, all cancellations made on December 1<sup>st</sup> or later are non-refundable.
- For no shows, the pre-payment is non-refundable.
- In the process of increasing or decreasing your party size, we will require 7 days notice in order to refund the pre-payment in accordance with the number of guests unable to attend.
- Please note, amendments to reduce party size less than 7 days prior are non-refundable.

#### *Booking Confirmation & Amendments*

- For bookings made online, card details are required to confirm your Christmas Day Igloo reservation and there will be a separate page available to submit card details.
- Please note, Christmas Day igloos are only booking via the website only. We cannot make igloo reservations over the phone or via email.

## **New Year's Eve**

### Restaurant:

#### *General*

- For all New Year's Eve reservations, you will be required to submit card details.
- For bookings on Christmas Day, please note that the maximum capacity is 10 people. We are unable to satisfy large party booking that exceed this capacity.
- We will serve the all day A La Carte. Please note, that there will be no specialist menu served for New Year's Eve.

#### *Open times*

- New Year's Eve Day bookings are available from 9am and 9pm will be the last seating. Please note that the restaurants will be closing at 11pm.

#### *No shows and Cancellations*

- We ask for 24-hour notice of cancellations prior to the booking time slot.
- Please note, for cancellations of less than 24 hours prior and no shows, we charge a cancellation of £20 per person.

#### *Booking Confirmation*

- Card details are required to confirm New Year's reservations.
- For booking made over the phone or via email, within the confirmation email you will receive a link you need to follow in order to provide your card details to secure the booking.
- Please note that you have the next 24hrs to submit this, otherwise the booking will be released automatically from our system.

### Igloos:

#### *General*

- For all New Year's Eve Igloo reservations, we have a minimum spend requirement to dine in the igloos. Please note, igloos are not bookable for drinks only.
- For igloo bookings, please note that the maximum capacity is 8 people. We are unable to exceed this number of people for the igloos.
- Please note, you will have the New Year's Eve igloo for a duration of 2 hours.
- The Coppa Club a la carte menu is available and from the week commencing along with an exclusive Igloo menu of additional celebratory items only available for Igloo guests at Coppa Sonning, Cobham, and Tower Bridge

#### *Open times*

- New Year's Eve Day bookings are available from 9am and 9pm will be the last seating. Please note that the restaurants will be closing at 11pm.

#### *No shows and Cancellations*

- We ask for 48-hour notice of cancellations prior to the booking time slot.
- Please note, for cancellations of less than 48 hours prior and no shows, we charge a cancellation of £20 per person.

- In the process of increasing or decreasing your party size, please note that we may need to change the location of your dining table in the restaurant.

*Booking Confirmation*

- For bookings made online, card details are required to confirm your New Year's Eve Igloo reservation and there will be a separate page available to submit card details.
- Please note, New Year's Eve igloos are only booking via the website only. We cannot make igloo reservations over the phone or via email.
- If no confirmation email is received, please contact us ASAP.
- If you require email confirmation of any alterations or updates to existing bookings, please ask, as these are not sent automatically.