

Booking Terms And Conditions

1. The Old Bank is an independent restaurant relying upon bookings being honoured by our guests or sufficient notice being given of any required changes to reservations. We request 72 hours notice of cancellation or amendment. For all reservations, we require your debit/credit card details. These will be held in a secure PCI-DSS compliant vault. **A charge of £50 per person will be made if you provide less than the required notice of cancellation. The full long menu price (as on the menu on the day of the missed reservation) per person will be charged of all cancellations on the day or if you fail to arrive for your agreed reservation and do not let us know ahead of time. Please be advised we only accept cancellations through our booking system or via email, for traceability.** Unfortunately, our experience of parties failing to cancel or amend bookings, and the detrimental effect this has had on us, dictates that this precaution is now necessary.
2. We will do our best to cater for the majority of dietary requirements provided we have discussed these in advance. Regrettably, due to the size of the kitchen and nature of our menu, we are unable to cater for guests with severe allergies which may cause anaphylaxis, as well as for dairy free, egg free and vegan diets. Please ensure you make us aware of any dietary requirements at the time of booking, if we are not made aware then, due to the seasonal and fixed nature of our menu, we likely won't be able to cater for them.
3. On Fridays and Saturdays we offer our Longer menu only.
4. We welcome children over the age of 12 at the restaurant. We do not offer a children's menu, just our regular menus and the children dining with us must be dining customers.
5. We do not allow dogs in the restaurant.
6. For less able guests please call us to discuss our facilities.
7. The restaurant closes at 11:30pm.