



## **Card Details for Restaurant reservations**

To secure your reservation at The Forge Washington Limited, we require your credit/debit card details. Please be assured that your card details are stored securely and will only be charged under the following circumstances:

### **• Cancellation or Reduction in Party Size within 24 Hours:**

- If you cancel your reservation entirely with less than 24 hours' notice, or fail to attend your reservation (a "no-show"), a charge of £5 (Or a pre agreed fixed amount for larger parties/events/private hire) will be applied to the card provided.
- If your party size reduces with less than 24 hours' notice, a charge of £5 per person for each absent guest will be applied to the card provided.

### **No Charge for Timely Changes or Attendance:**

- No charge will be made to your card if you attend your reservation as booked, or if you cancel or amend your booking with more than 24 hours' notice.

## **By providing your card details, you agree to these terms and conditions.**

### **Important Notes:**

- The Forge Washington Limited reserves the right to amend these terms and conditions at any time.
- By providing your card details and confirming your booking, you explicitly authorise The Forge Restaurant Washington Limited to charge your card for the amount outlined in section above, should you cancel less than 24 hours before your booking or fail to attend.
- Please provide your email when booking to receive a confirmation email detailing your reservation.
- Please contact us at 01919087621 or [info@theforgefood.com](mailto:info@theforgefood.com) if you need to amend or cancel your reservation and can't do this through the online booking system.

### **Example scenarios:**

- If you booked for 4 people and 2 do not show up, £10 will be charged.
- If you booked for 6 and cancel the entire reservation with less than 24 hours notice, a fixed amount of £5 per person will be charged (or a fixed pre agreed amount for larger parties/private events).
- If you cancel or reduce numbers with more than 24 hours notice then no charge will be applied

### **Data Protection:**

- We will not share your card details with any third parties except as necessary for payment processing or as required by law.

### **Contact Information:**

For any queries regarding your booking or these terms and conditions, please contact us on 01919087621 within service hours of: Wednesday 5pm - 9pm, Thursday - Saturday 10:30am-10pm, Sunday 10:30am-7pm or [info@theforgefood.com](mailto:info@theforgefood.com)

The Forge Restaurant, The Avenue, Washington Village, Tyne and Wear NE387AB

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