

**Reservation & Cancellation Provisions**

**Tsaretta Spice will be delighted to take your reservation by phone on +44 (0)208 892 1096, by email at [twickenham@tsarettaspice.com](mailto:twickenham@tsarettaspice.com) or via the website at tsarettaspice.com**

*You can also make a booking through OpenTable, Quandoo or Eveve (Google), but please note that we are required to pay a per head fee when you utilise these online companies, so if possible please come to us direct.*

We operate a 10 minute grace period for all reservations, but please call us if you are running later than 10 minutes and we will do our utmost to accommodate you.  
  
We will be in touch with you about your booking at various points, so we ask you to include your current contact details, preferably your mobile number and email address, in the initial communication.

Your table will be booked for one hour and thirty minutes for parties of up to 4 people and two hours for parties of 5 or more, but at certain times we may be able to extend these periods.

As with most hospitality venues, it is our policy to require your credit card details prior to confirming the booking. We offer flexibility if you wish to cancel up to 72 hours prior to your reservation, but this increases to 2 weeks for all bookings on International rugby days.

Please note that a cancellation within less than 72 hours (2 weeks for International rugby days), or a total no-show, will be charged at a rate of £15 per person without further notice. We also reserve the right at busy times to retain the per head deposit where customers have made a booking for a certain number, but two or more of the party are no shows. Tables are allocated in advance and two or more no shows constitute a lost booking, as we could have given the seats to other customers.

If you would like to book an outdoor table, please ask the member of staff at the time of booking, or highlight your request in your email or in the "Special Requests" box. Outdoor seating unfortunately cannot be guaranteed.

For large groups and events, on or off site, booking conditions will be bespoke to the occasion.

It remains within our discretion to apply flexibility to these terms, should we deem it appropriate. If you have any questions regarding the above, please do not hesitate to contact a member of the team.