



Pipe and Glass Cancellation Policy

Deposits at the Pipe and Glass

Deposits are requested to secure your booking. These are payable at the time of booking and are deducted from the final bill. In most circumstances the deposit payable is based on the number of guests in the party.

Should your reservation require amending or cancelling we ask that sufficient prior notice be given, allowing us the opportunity to resell the table. These notice periods are outlined below. Where you fail to provide such notice, your deposit may be retained as a cancellation charge.

Cancellations may be made either in writing via email or over the phone on 01430 810246.

Cancellation notice periods and charges

Table cancellation

We request that notice of 72 hours prior to the date of the reservation is given should you wish to cancel your booking. Cancellations within this 72-hour period may not have the deposit returned. This applies to both the restaurant and private dining.

Reduction in numbers

Please advise any reduction in the numbers for your party at least 72 hours prior to the date of the booking, especially when a pre-order has been made. Amendments within this 72-hour period may not have the deposit redeemed for the guests who do not attend.

How is this Cancellation Policy applied?

Where possible, we try our best to resell tables when we receive cancellations. We operate a waiting list for table availability and will contact customers on this list in an active attempt to re-fill the booking.

We reserve the right to vary this Cancellation Policy and we exercise discretion when difficult personal circumstances are experienced.

If you have any questions regarding our Cancellation Policy, please contact us.