

Important Information About Your Booking

1. You will be charged £20.00 per person if you do not adhere to your booking or cancel within 48 hours of the time for which you have made a reservation.
2. For larger parties (over 20), events or special occasions, please speak to our events team on 0207 100 2500 or email us at events@bierschenke.co.uk
3. For group bookings (20 or more) you must confirm your final numbers 5 working days in advance of the booking. These are the numbers on which you will be charged.
4. If your table(s) is not full, we might ask you to share your table with other guests. If this causes you concern, please speak to us when you make your booking.
5. We will hold your table(s) for 30 minutes after the time for which you have booked. Thereafter, we reserve the right to release your table(s) or any tables that are not reasonably necessary for the numbers present. If you are running late please let us know, by email.
6. Tables or areas in the Bierschenke will be allocated on the basis of the numbers for which you book. If you wish to be in a particular area, please speak to us when you book. If you anticipate that your party may be larger than the number for which you have booked, please inform us as soon as possible by email. We will do what we can to assist but, please, do not block other tables as these may have been reserved for other guests.
7. After 6:00pm, children under 18 are not permitted except by prior arrangement. We do not serve alcohol to people under 18 and you may be asked to provide proof of age at any time. Please note that Section 141 of the Licencing Act 2003 makes it an offence to serve alcohol to a person who is drunk and we reserve the right to refuse service to anyone who is drunk. If you are drunk when you arrive for your booking and are refused service, Bierschenke reserve the right to forfeit your deposit.
8. If you need wheelchair access, please call us and we will be happy to assist.
9. Animals (apart from guide dogs) are not permitted within Bierschenke.
10. We will not provide your contact details to any third party but might use them to contact you about our own events or offers. Please contact us if you do not wish to receive these messages.
11. Bookings, reservations and cancellations must be made, electronically, via our booking system or by email to servus@bierschenke.co.uk
12. Pre-ordered food is subject to a deposit of 100%. Deposits are non-refundable if you cancel within 5 working days.
13. Bespoke or personalized merchandise must be paid for in advance.
14. You are responsible for the conduct of all those in your party and any loss or damage caused to Bierschenke, its property, members of staff, other guests or their property, shall be your responsibility.
15. Bierschenke shall not be responsible for any failure or delay in performance of its obligations to you as a result of causes beyond our reasonable control. These include strikes, lockouts, industrial disputes, terrorist activity and police restrictions.
16. Bierschenke accepts no responsibility for items left on the premises.
17. The final account is payable on the day. We accept most major credit cards. Cheques and BACS payments are accepted by prior arrangement but must be received in cleared funds prior to the event.
18. If your booking is subject to a minimum spend, you are liable for any shortfall between the actual spend and the agreed minimum.
19. If you have any concerns about allergies, please speak to a member of our team.
20. We provide full table service and a discretionary service charge of 12.5% will be added to your bill. If you are unhappy with the service provided, please raise your concerns with the duty manager at the time.