

BOOKING POLICY

PART ONE

Booking terms

The terms a guest agrees to when they book a table, the private dining room, or the whole of Mezzo.

These are the terms you agree to when you book a table, the private dining room, or the whole of Mezzo. We have kept them short and we have kept them fair: **a deposit is only ever money off your bill, and we only ever keep what a cancellation actually costs us.**

1 TO 9 GUESTS

Card held

No deposit at all. Card details hold the table; change or cancel free up to 24 hours before.

10 TO 29 GUESTS

£15 a head

A deposit that comes straight off your bill, the Feasting Menu, and 48 hours to change freely.

A ROOM TO YOURSELVES

15%

Whatever the number of guests: a minimum spend, and 15% of it as a deposit off the bill.

WHOLE VENUE

25%

The building to yourselves, on a signed agreement, with 25% of the minimum spend up front.

01 Making a booking

Book online at mezzo-aberdeen.com, by telephone, or by email for larger parties. A booking is confirmed only when you have our confirmation by email or text — a request on its own does not hold a table.

Please give us a mobile number we can reach on the day. We use it to confirm, to let you know if anything changes, and to find you if you are running late.

We take card details on every booking, whatever its size. Up to nine guests that is all we take — no deposit, and no money leaves your account unless you do not turn up. From ten there is a deposit, and a deposit is not a fee: every penny of it comes off your bill on the night.

02 Tables of 1 to 9

We take card details to hold the table. No deposit, and nothing is charged at the time of booking.

Changing or cancelling

Change, move or cancel free of charge up to 24 hours before you are due — online, by phone or by email, whichever is easiest. We would much rather move your booking than lose you.

If you don't arrive

Inside 24 hours we will try to re-let the table, and if we manage it there is nothing to pay. If we cannot, or if nobody arrives at all, we may charge **£15 a head, including VAT**. If some of you come and some do not, the first two missing are free.

Holding your table

We hold your table for 15 minutes. After that we may release it, though we will always try to seat you if we can. Call us if you are held up.

How long you have the table

At our busiest times we may need a table back after two hours (two and a half for parties of six or more). Where that applies we will always try to tell you when you book. Going to the theatre? Tell us and we will make sure you leave in good time.

03 Groups of 10 to 29

From ten guests we plan the evening with you — the Feasting Menu, chosen in advance, and a deposit of £15 a head when you book. The deposit is not a fee and not a charge: **it comes off your bill on the night**, and it is exactly the amount we would be out of pocket if nobody came.

Changing or cancelling

Cancel, move or reduce your numbers free of charge up to 48 hours before you are due — longer than the 24 hours a small table gets, because a group is harder for us to replace. Cancel in that window and **your deposit comes back in full**.

Inside 48 hours, call us: we will try to re-let the table, and if we manage it your deposit still comes back.

If guests don't arrive

If we cannot re-let, or guests simply do not turn up, we keep **£15 for each guest who does not arrive, including VAT**, and return the rest of your deposit. If your numbers drop, the first two are always free — we know plans move. That allowance is for a party that shrinks, not for a table where nobody comes.

So the deposit is a ceiling, not a forfeit. We never keep more than the guests we lost, and where we re-let the table we keep nothing at all.

When we won't charge. This is not a fine, it is a rough estimate of the profit we lose on an empty table, and it is deliberately set below what we actually lose. If we can re-let the table, or your no-shows do not leave us with empty seats, we do not charge.

The Feasting Menu and your choices

You order from our Feasting Menu, chosen with us in advance. We need your choice and any dietary preferences **72 hours** before you dine, so the kitchen can order and prepare properly.

Your bill

Groups of this size are asked to settle on one bill. We can split it up to four ways on request — please ask before the meal rather than at the end.

December

Through December we need your Feasting Menu choice, final numbers and any dietary preferences **seven days** ahead rather than 72 hours. Everything else — the free changes up to 48 hours, the two-guest allowance, the £15 — works exactly as it does the rest of the year.