

## Large bookings Policy

We are always delighted to welcome large groups to The Crown Inn, and we do so on a regular basis. This policy is designed to help our customers understand our process and hopefully answer frequently asked questions.

- We ask that large bookings are made by telephone or email.
- **Pre-orders** are required for groups of 10 and over. This allows us to prepare your food in good time, so you are not kept waiting too long. It also means that you will be able to have your 1st choice of meal as our food is prepared freshly and it's quite possible that if one particular dish is heavily ordered we may run out. Lastly, pre-ordering allows our other diners to also receive good service. Once your party has chosen their meals, please can we ask that the menu choice is sent in one document to us with the customer's name and their chosen dish along with any allergies.
- **10% service charge** is added to parties of 8 or more. Our team work really hard to provide good service to all our customers. Group bookings can be especially hard work and it's important for us to incentivise our team to go that extra mile. It is also important to note that 100% of tips by cash or card go directly to the team that have served you that day, including the kitchen team. If anyone has any issues or further questions with this, we would much prefer prior discussion so the staff aren't made to feel uncomfortable about this on the day.
- **Payments** - we are happy for people to pay individually but we ask if all meals can be put through on one ticket and paid for at the end of the meal. If it is agreed that you can pay separately, we ask that each individual tell the staff member taking payments the total amount they would like to pay. Again, this allows for the smooth running of our pub and gives you and other guests better overall service. The team may say if its particularly quiet you may order and pay at the bar individually, but this **really must be at the team leaders discretion....**
- Lastly with all the above in mind we hope you have a most enjoyable visit with us.... Please remember that we want all our customers to receive the very **best food, service and experience. :-))**