

Booking Terms & Conditions

The White Hart, Harlington

158 High Street, Harlington, UB3 5DP

Tel: 020 8759 9608

Email: whitehart.harlington@outlook.com

1. Bookings

All bookings are subject to availability and are only confirmed once accepted by The White Hart.

For certain bookings, including large groups, private events, festive bookings and special occasions, we may require a deposit, full payment or minimum spend. Any such requirements will be communicated at the time of booking.

The person making the booking is responsible for providing accurate booking information and, where applicable, ensuring that the terms of the booking are communicated to all members of their party.

2. Deposits & Payments

Where a deposit is required, the booking will not be confirmed until the required payment has been received.

Deposits will normally be deducted from the final bill unless otherwise stated.

Where full payment is required in advance, the booking will only be confirmed once payment has been received.

3. Cancellations & Changes

If you need to cancel or make changes to your booking, please contact us as soon as possible.

Our cancellation and refund arrangements may vary depending on the type and size of booking and will be communicated at the time of booking.

Where a deposit or payment is retained following cancellation or non-attendance, we will act reasonably and proportionately, taking into account any genuine costs or losses arising from the cancellation.

Changes to guest numbers, timings, menu selections or other arrangements are subject to availability and may affect the agreed booking terms.

4. Arrival & Table Times

Please arrive at the agreed booking time.

For standard table bookings, we will normally hold your table for 20 minutes after the booking time.

If you are running late, please contact us on 020 8759 9608.

If we have not heard from you within the applicable holding period, we reserve the right to release the table and treat the booking as a no-show.

For larger bookings and private events, different arrival and departure times may apply and will be confirmed at the time of booking.

5. Licensing & Legal Requirements

The White Hart operates under a premises licence and is required to comply with the Licensing Act 2003, the conditions attached to our premises licence and other applicable laws and regulations.

All customers and their guests must comply with reasonable requirements made by The White Hart in relation to:

The lawful operation of the premises

The sale and consumption of alcohol

Age verification and identification requirements

Public safety

Fire safety and emergency procedures

Capacity limits

Noise and entertainment

The prevention of crime and disorder

The prevention of public nuisance

The protection of children from harm

Any conditions or restrictions applying to the premises

We reserve the right to refuse or stop any activity that we reasonably believe may breach our premises licence, licensing requirements, health and safety requirements or other applicable law.

6. Management & Staff Instructions

Customers and their guests must follow reasonable instructions given by members of our management or staff.

This includes instructions relating to safety, capacity, alcohol service, behaviour, noise, entertainment, movement around the premises, closing times and any other matter reasonably necessary for the safe and lawful operation of the premises.

We may take reasonable steps to prevent or stop any activity that does not comply with these requirements.

7. Right to Refuse Service or Terminate a Booking

We reserve the right to refuse service, ask an individual to leave, or terminate a booking or event where reasonably necessary.

This may include, but is not limited to, circumstances where:

A customer or member of their party fails to follow reasonable instructions from management or staff

The behaviour of a customer or their party is abusive, threatening, violent, discriminatory or otherwise unacceptable

A customer or their party causes, or is likely to cause, damage to the premises

The party breaches these booking terms and conditions

The party attempts to undertake an activity that is not permitted by our premises licence or other legal requirements

The party puts staff, customers or other persons at risk

The continued booking or activity could place The White Hart in breach of its premises licence or other legal obligations

The party exceeds an agreed capacity or otherwise fails to comply with the arrangements agreed for the booking

An event or activity is conducted in a manner that causes significant disruption to the premises, staff or other customers

Where a booking or event is terminated because of serious or material non-compliance by the customer or their party, any refund will be considered in accordance with the circumstances and applicable booking terms.

Nothing in these terms affects our statutory obligations or any rights or remedies available to us under applicable law.

8. Alcohol

Alcohol will only be supplied in accordance with applicable licensing laws and the conditions of our premises licence.

We operate a Challenge 25 or equivalent age-verification policy where applicable, and valid photographic identification may be requested.

We reserve the right to refuse the sale or supply of alcohol where permitted or required by law.

Customers must not bring alcohol onto the premises without prior written agreement.

9. Food, Allergies & Dietary Requirements

Please inform us of any allergies or dietary requirements before ordering.

We take reasonable precautions when preparing food; however, our kitchen handles a wide range of ingredients and allergens and operates in a shared environment.

We cannot guarantee that any dish is completely free from allergens or traces of allergens due to the risk of cross-contamination.

Customers with allergies or specific dietary requirements should speak to a member of staff before ordering.

10. Guest Behaviour

We expect all customers and their guests to behave respectfully towards our staff, other customers and the premises.

We do not tolerate:

Violence or threatening behaviour

Verbal or physical abuse of staff

Harassment or discrimination

Deliberate damage to property

Excessive or unreasonable disruption

Behaviour that places staff or customers at risk

Illegal activity

We reserve the right to refuse service or ask individuals to leave where reasonably necessary.

11. Damage to Property

The person making the booking may be held responsible for reasonable costs arising from damage caused by them or members of their party.

Any charge will be limited to the reasonable cost of repair, replacement or cleaning, taking fair wear and tear into account.

We will not charge for damage that was not caused by the customer or their party.

12. Private Events & Entertainment

Any entertainment, DJ, live music, decorations, external suppliers or other activities must be agreed with The White Hart in advance.

All entertainment and activities must comply with our premises licence, applicable legal requirements and reasonable instructions from management.

We reserve the right to stop or modify any entertainment or activity that we reasonably believe is unsafe, inappropriate, causes significant disruption or could place the premises in breach of its licence or other legal obligations.

External suppliers must obtain prior approval from The White Hart and may be required to provide appropriate insurance or other documentation.

13. Event Times & Overruns

Private events and group bookings must finish at the agreed time.

If a party remains beyond the agreed finishing time without prior approval, we reserve the right to charge reasonable additional costs where applicable.

Any additional charges will be communicated in advance wherever reasonably possible.

14. Minimum Spend & Hire Charges

Where a minimum spend or room hire charge has been agreed, the applicable amount and terms will be confirmed at the time of booking.

If the agreed minimum spend is not achieved, any applicable shortfall or hire charge will be dealt with in accordance with the terms agreed for the booking.

15. Final Numbers

For group and event bookings, we may require final guest numbers by a specified date.

Staffing, food preparation, table arrangements and other operational requirements may be based on the confirmed final numbers.

Reductions or increases in numbers after the final confirmation date may be subject to availability and the agreed booking terms.

16. Outside Food & Drink

No outside food or drink may be brought onto the premises without prior agreement.

Celebration cakes may be permitted by prior arrangement.

We reserve the right to apply a reasonable charge where applicable.

17. Accessibility

Please inform us in advance of any accessibility requirements.

We will make reasonable efforts to accommodate your needs, subject to the facilities and layout of the premises.

18. Right to Cancel

We reserve the right to cancel a booking where reasonably necessary, including because of unforeseen circumstances, operational requirements, safety concerns, licensing requirements or circumstances beyond our reasonable control.

Where we cancel a confirmed booking, we will provide an appropriate refund of any deposit or payment received, subject to applicable law.

19. Complaints

If you have any concerns about your booking or experience, please speak to a member of our management team during your visit or contact us using the details above.

We will make reasonable efforts to investigate and resolve complaints fairly.

20. Statutory Rights

Nothing in these terms is intended to exclude or restrict any rights or liability that cannot legally be excluded or restricted.

Your statutory rights are not affected.

21. Governing Law

These terms are governed by the laws of England and Wales.

Any dispute will be subject to the jurisdiction of the courts of England and Wales, subject to any applicable consumer rights.

The White Hart, Harlington

158 High Street, Harlington, UB3 5DP

020 8759 9608

whitehart.harlington@outlook.com

Last updated: August 2026