



TERMS & CONDITIONS

CHRISTMAS BOOKINGS 2025

Thank you for choosing The Landing Hotel to host your Christmas celebration. We're looking forward to welcoming you very soon.

Please find our Terms and Conditions outlined below. We kindly ask that you read them carefully and reach out if you have any questions or would like to discuss any details.

DEPOSITS & PAYMENTS FOR FESTIVE MENU AND AFTERNOON TEA

To confirm a Festive Menu or Afternoon Tea booking, we require a non-refundable deposit of £15 per person. This secures the booking and is redeemable against your bill on the day of your reservation. Full payment for your drinks and meal is payable no later than the day of the event, except in the following cases:

- Christmas Day and Boxing Day bookings – please see sections below for details.

CANCELLATIONS FOR FESTIVE MENU AND AFTERNOON TEA

We understand that things don't always go to plan. However, if you do need to cancel with us, we would appreciate it if you let us know as soon as possible. If you have paid a deposit or if we have taken a pre-authorisation from you, this will not be refunded if the cancellation is made less than 1 week prior to your reservation date. Please note that for cancellations within 48 hours of your booking date will incur full payment charge.

PRE-ORDERS & MENU CHOICES

As Christmas is a very busy time, we kindly require a full pre-order for all bookings no later than 1 week before your reservation date.

CHRISTMAS DAY & BOXING DAY BOOKINGS REQUIRE PRE-ORDERS NO LATER THAN 15TH DECEMBER 2025.

For bookings made less than 72 hours in advance, or if you have not submitted a pre-order within the time frames set out, we are unable to guarantee your menu choices but will always do our best to accommodate them. We also recommend that you pre-order drinks for your booking to save time on the day, and to guarantee specific products.

For all bookings, we will send you a pre-order form to place and manage the pre-orders for you and your guests. Please let us know of any dietary requirements or allergies when you submit your food order so we can plan accordingly. If you need information on allergens, please ask and we will be happy to provide this information.

SERVICE CHARGE

Please note that a discretionary 12.5% service charge will be applied to your bill on the day for Festive Menu and Afternoon Tea bookings. This will be clearly stated on your final receipt.

Continued overleaf.



CHRISTMAS DAY & BOXING DAY LUNCH

Following payment of a non-refundable £25 per person deposit, **all Christmas Day and Boxing Day bookings require full up-front payment by 1st December 2025.**

This payment is non-refundable and non-transferrable. Bookings can be held provisionally prior to this date at the hotel's discretion. You may be asked to release or confirm a booking at any time if we have other customers ready to confirm. In this case, if we do not hear back from you within an allotted timeframe, your provisional booking will be removed.

CHRISTMAS DAY & BOXING DAY PRE-ORDERS & MENU CHOICES

As Christmas is a very busy time, we kindly require a **full pre-order for all bookings no later than 12th December 2025.** After this date we cannot guarantee any menu choice due to ordering times with suppliers.

CHRISTMAS DAY & BOXING DAY SERVICE CHARGE

Please note that a discretionary 12.5% service charge will be applied to your bill on the day for Christmas Day and Boxing Day lunches to the value of your whole booking – we hope you will join us in thanking the team for working so hard on Christmas Day and Boxing Day. This will be clearly stated on your final receipt when settling your drinks bill.

THE
LANDING
BIGGIN HILL