



## **DOMES RESERVATIONS TERMS AND CONDITIONS**

Domes can only be reserved by contacting the hotel directly.

Domes are reserved for dining only; however, at the hotel's discretion, and if there is availability, they may be used for drinks.

Dome doors must currently remain open to comply with the outdoor dining guidelines put in place by the government. This may be subject to change as and when guidance is updated or relaxed.

Dome bookings are for a minimum of 2 guests and up to a maximum of 6 guests. They are currently classed as private spaces for one reservation at any one time.

If the reservation is to celebrate an occasion, and you wish to bring table decorations or other items such as balloons or cakes, please speak to a member of our team no less than 48 hours prior to your reservation.

As and when guidance changes in relation to group bookings and the numbers permissible, multiple domes may be reserved, subject to availability.

A non-refundable deposit, equivalent to the minimum spend value, will be taken for all dome reservations at the time of booking (**one transaction per Dome**). We also require credit card details to be held as security and to charge in the event of damages.

In paying your deposits you will be deemed as having accepted our terms and conditions and therefore agree to be held by them.

We are unable to split bills.

## **ARRIVAL AND ALLOTTED TIMES**

Please arrive in promptly for your reservation to minimise disruption to other guests and to ensure we can afford you the maximum attention and our customary high levels of customer service.

If you are running late for your reservation, please let us know ASAP as we will need to allocate you the next available dining slot to minimise disruption to other diners.

Winscales Road, Great Clifton, Workington, Cumbria CA14 1XS  
Telephone:01900 61443 | Fax 019600 66165 | Email: [info@melbreakhotel.co.uk](mailto:info@melbreakhotel.co.uk)

[www.melbreakhotel.co.uk](http://www.melbreakhotel.co.uk)



### **NO SHOWS AND LATE CANCELLATIONS**

We request at least 72 hours' notice to cancel or amend your reservation. All amendments will be subject to minimum/maximum numbers allowed and availability.

In the event you need to change your reservation, your deposit will be transferred to the new date; in the event of a "no show", all deposits will be retained.

### **PEAK RESERVATIONS**

Friday evenings from 5pm, and all-day Saturday

A minimum spend\* of £35 per person will apply for peak reservations.

### **OFF PEAK RESERVATIONS**

Monday to Thursday from 5pm, Friday between 11:30am and 2:30pm, and all day Sunday.

A minimum spend\* of £25 per person will apply for off peak reservations.

\*minimum spend is not applicable to children aged 12 or under.

### **WHEELCHAIR ACCESS**

Although the restaurant is fully accessible to wheelchair users, unfortunately, due to restricted space and steps to the garden area, we cannot guarantee safe access to the domes, and as such, would advise against wheelchair use.



## **DIETARY REQUIREMENTS**

All menus are available for the domes and are available to peruse on our website, <https://www.melbreakhotel.co.uk/the-conservatory/>

Whilst our chefs are happy to cater for all dietary requirements, we simply request that as much advance notification as possible is given, preferably at the time of booking.

## **LOST PROPERTY**

All property left on the hotel's premises is done so at the owner's risk. The hotel accepts no responsibility for any loss of or damage to property left behind.

## **CANCELLATION BY THE MELBREAK HOTEL**

In the event of unforeseen extreme weather, your reservation may be cancelled at short notice. We will offer you the option of a table in the restaurant, should one be available, or move your reservation to an alternative date if preferred.

We reserve the right to cancel guest bookings at any time with written notice for any of the following reasons:

- If the guest is in breach or default of their obligations under this agreement.
- If the event might prejudice the reputation of the hotel, or cause damage to the premises.
- If the hotel is unable to carry out its obligations due to circumstances beyond its control, for example closure, refurbishment or emergency. In this instance and deposits paid will be refunded or transferred to an agreeable alternative date.

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