



Terms & Conditions

1. To ensure the best possible experience, all Afternoon Tea bookings require a minimum of 48 hours' notice and full payment at the time of booking.
 - 1.1. Bookings can be made via telephone 01325 514481 or call in to The Pear & Olive.
 - 1.2. Opening hours are Mon-Sat 8.30am-4pm.
2. Payment with vouchers must be declared at the time of booking and presented to your server upon arrival.
 - 2.1. Payments are non-refundable, but if you need to cancel with at least 48 hours' notice, we're happy to offer a voucher or reschedule your booking for another date.
 - 2.2. Cancellations made with less than 48 hours' notice or no-shows will unfortunately forfeit the full payment.
 - 2.3. In the unlikely event that The Pear & Olive needs to cancel your booking, we will offer you the choice of a full monetary refund or a voucher for a future visit.
3. All prices are quoted per person and are subject to change without prior notice.
4. Reductions in the number of guests must be communicated at least 48 hours prior to the booking. For reductions made after this time, the original number of guests booked will be charged at the full rate.
5. It is essential that we are notified of all specific dietary requirements (e.g., Vegetarian, Vegan, Gluten-Free) and allergies at the time of booking.
 - 5.1. We require a minimum of 48 hours' notice, to guarantee that we can safely and appropriately cater to all dietary needs.
 - 5.2. **Please Note:** While we take all precautions to prevent cross-contamination, we cannot guarantee a 100% allergen-free environment due to the presence of ingredients such as nuts, seeds, and gluten in our kitchen.
6. Your table is reserved for a maximum of 1.5 hours from your scheduled booking time.
 - 6.1. We respectfully ask that guests are ready to be seated at the exact time of their reservation. If you are delayed, please call us immediately.
7. We reserve the right to release the table to other guests if the party has not arrived within 15 minutes of the booking time.
 - 7.1. No external food or drink may be brought into the venue for consumption.



- 7.2. Small decorations (e.g balloons) are permitted, but confetti, party poppers, and similar items are strictly prohibited.
8. Children aged 5-11 may order the Children's Afternoon Tea menu.