

TERMS & CONDITIONS

YOUR RESERVATION

When you make an online booking at the Restaurant of your choice you are entering into a direct contract with that Restaurant.

Are large groups required to pay a deposit in advance?

Group bookings (20 or more people who wish to sit together on adjacent tables in the same area) for dinner or special events or promotions also require a deposit of £5 per person (to secure a table or tables allowing them to be seated together). The deposit must be paid directly to the restaurant before a booking is accepted. Please call your desired Restaurants for more information.

Are online or telephone reservations limited?

Mimosa accepts a limited number of reservations because we welcome walk-ins at any time. The Reservation cannot be accepted at certain times and days specially during weekend, Bank Holidays, Mother's Day, Father's Day, & Valentine's Day because it may be either fully Reserved. An optional seating time will be definitely offered to you.

Can customers visit our restaurants without making a reservation?

We can be extremely busy, especially at weekends and during bank holidays, but we do our best to accommodate our customers on a first come, first served basis. Sadly, some customers may be disappointed by the wait and we apologise for that but cannot guarantee a table at busy times. We therefore ask large groups, or those attending for a special occasion, to book in advance to avoid disappointment. However, we do take bookings for and more only.

Can you make a reservation by telephone?

Yes of course you can. However, our telephone lines are extremely busy, and we cannot guarantee that you are able to get through immediately. Alternatively, you can also visit the restaurant and book it. Please call after 11:00 am in the Morning and after 4:30 Pm in the evening for bookings and enquiries.

Can I make a same-day online reservation?

Yes, Please visit our Website <http://www.mimosarestaurants.com/book-a-table> and use the Booking Widget. You will see the available times in it. If your group is more than 20 people, Please call us directly at your desired Restaurant and request for the same.

We will try our best to accommodate your last minutes booking based on the availability. If you don't get any E-Mail confirmation, Please do call us directly and speak to the Manger.

When is my reservation confirmed?

When you use the online System for booking at the Restaurant, you are making an offer to the individual Restaurant to accept your booking. Your booking is not complete and legally binding on the Restaurant until such time as you have received a confirmatory email or booking confirmation receipt from the restaurant accepting your booking details, and you have paid the necessary deposit where applicable. In order to make any reservation using our Service you must have the legal capacity to do so and you must accept financial responsibility for all transactions made under your name. You must make sure that all the information you provide to us is true and accurate. Booking a table at the Restaurant means you have to pay the Restaurant, usually at the end of your meal. Mimosa management reserve the right to require customers to pay for their meal before being seated.

Do I have to provide confirmation of my reservation?

On arrival at the restaurant, Please state your Full name to the receptionist which was used for booking. Your printed E-mail booking confirmation or evidence of email confirmation on your smart phone or laptop will help us figure out the Reservation quickly.

How long is my table reserved for?

Your booking confirmation will secure your table reservation for up to 15 minutes from the reservation time. Thereafter, your reservation will be treated as null and void. We will try and call you if you are on your way

or your Reservations has changed. We will, however, use our best endeavours to provide you with an alternative table as soon as we can. If some of your guests are running more than 15 minutes late, then please inform your Front of House team member immediately so that alternative arrangements can be made to accommodate you as soon as your guests arrive. Since we do have seating time limit at times, we will need to change your seating plan or will have to reduce your seating time. Managers Decision will be final.

How long is my table available for?

Your booking ensures that a table will be available to you for a maximum of 1 hour and 30 minutes during our busy times and can be flexible depending on the manager's discretions. If you wish a longer seating time, Please speak to the Manager at the time or soon after your Reservation.

Can I bring my own food or drinks to the restaurant?

No food or beverages except those supplied by Mimosa Restaurant may be consumed within the premises. If you are having a party at Mimosa and would like to bring your own cake, please inform the Front of House team member at the time of booking so that the manager can be informed and confirm this is acceptable on the booking confirmation receipt. Unfortunately, we cannot allow silly string, Glitters, party poppers or any type of confetti in the restaurant.

Can some of my guest's drink only?

We, consider all guest as dinning guests. We cannot cater for drinks only because we do not have a separate bar area for non-paying guests to sit whilst other guests are eating. However, this can be adjusted and offered if requested in advance and depending on how busy the restaurant is and availability of the Tables. Manager's decision will be final.

GROUP BOOKINGS (20 OR MORE) FOR DINNER OR SPECIAL EVENTS OR PROMOTIONS.

For bookings for 20 or more people, we ask you to visit our restaurant to reserve your table and pay a deposit of £5 per person. That way, we can discuss any special arrangements you might have. You can check availability by making a provisional booking online but group reservations cannot be confirmed until a deposit is paid. The deposit can be paid by cash in person, and you will be issued with a booking confirmation receipt. You will need to bring your booking confirmation receipt as evidence of your reservation, so that we can deduct the deposit from your final bill. We cannot deduct any deposit without proof of payment.

Can I make a change to the number of guests attending?

If your numbers are increasing, please give us at least 24 hours' notice so that we can try to accommodate any changes. Please note that any substantial increase in guest numbers is subject to availability. Because your contract is directly with the Restaurant any queries or concerns that you may have in connection with your restaurant table booking should be addressed directly to the Restaurant via the details set out in the confirmatory email.

CANCELLATION AND REFUNDS

Can I cancel my reservation?

If you wish to cancel your booking you must contact the Restaurant directly. Contact details can be found in the confirmation email. Please give us enough notice if you wish to cancel your Booking as we need to accommodate other Parties like yours.

Do I lose my deposit if I cancel my reservation?

We are unable to refund any deposit paid when cancellation is less than 24 hours before the reservation time. If you visit the restaurant at least 24 hours before the reservation time to let us know any change in your booking (which must be acknowledged by a signature from the manager on the booking confirmation receipt at the date of change), we will refund or offset any over-payment. Deposits are payable per person and cannot be used in part payment of the total bill where guests in the group do not attend.

Can the restaurant cancel your reservation?

We reserve the right to cancel a booking, but this of course will be without any liability to you.

TIMINGS

How long is my reservation?

We operate a Maximum 1 hour 45 minutes seating policy. During our busy sessions (Generally Friday, Saturday, Bank Holidays and special occasions such as Christmas, Valentine's Day, Mother's and Father's Day) this may be reduced to 1 hour 30 minutes at the Restaurant Manager's discretion. If you want a longer seating time, Please speak to the Manager on site directly, We will try our best to do so.

When does my reservation begin?

Time begins from the agreed reservation time and is regardless of the time of arrival. Please therefore ensure that you arrive in plenty of time. If you are a large group, we suggest that all guests arrive at least 5 minutes before your reservation time. Failure to attend the Restaurant at the reserved time will result in your deposit being treated as a "no-show" fee by the Restaurant. When the Restaurant is busy, management reserve the right to seat you once the majority of your guests have arrived to minimise the risk of your party not being able to finish your meal within the allotted time. The Manager cannot extend the time allocation during busy periods.

When is the last entry to our restaurants?

Last entry for the restaurant is 30 minutes prior to closing.

When does cooking cease?

Live Cooking ceases 30 minutes prior to closing time. And the food on the buffet will cease to be replenished after this time. However, the Manager will try to accommodate any reasonable request made by a late-comer 30 minutes prior to closing, if staff are available and the number of guests are in big numbers.

When are the dishes removed from the counters?

The staff will begin to remove the remaining dishes 15 minutes prior to closing. Please therefore ensure that you have chosen all your dishes, including desserts, prior to this time. You will be offered to pick up final bits from our Buffet Counters before Closing the Counters. After which no foods will be available.

CHILDREN

What is the height limit for children?

Children over 150 cm in height will be charged the full adult meal costs. There is a height guide in the restaurant and the Manager may ask for proof of age in order to confirm that the guest is entitled to the discount rate. If no proof is available, the Manager's decision will be final. Please do include any children in your total covers when you book, and let us know if your booking requires high chairs or buggy space (so we can try to arrange a suitable table).

Is there a minimum charge for infants?

We define infants as those children under the age of 3 years. Babies and infants that are not eating within our restaurant will not be charged. However, if you would like your infant to try food from the buffet (whether just a small amount from your plate or from their own individual plate), then we will make a minimum charge of £3.00. We are unable to provide baby food and unable to heat baby food or milk bottles.

LIVE COOKING

How fresh is our food?

Our chefs prepare our food from scratch and try to offer a variety of mouth-watering dishes through a choice of seasonal ingredients. We cannot therefore guarantee serving any particular dish at any time. However, if you cannot find the particular dish that you like, please feel free to ask if it is available. Our staff are always willing to try to help.

Which Live Cooking Stations do you have?

We have Live Noodle Bar and Live Indian Street food stations in our Restaurants. Please note that not all Live Cooking Stations are operating throughout the whole day. If it is really important to you to have a particular Live Cooking style, then please check first with the Restaurant Manager.

SPECIAL DIETARY REQUIREMENTS

I have an allergy, what should I do?

If you have a food allergy, then please ask the duty Manager to provide you with our information leaflet for advice. Unfortunately, due to the nature of our restaurant, we cannot guarantee that allergens are not present in any dish because we do not have an allergen free preparation area. Since our Buffet is very much open and Foods are close to each other, there are high chances of cross contamination and traces may be present at any time on any food which we cannot avoid. If you are severely allergic to any of the 14 allergens, we would recommend not to eat at our Restaurants.

I am a vegan / vegetarian, do you offer dishes suitable for me?

If you're vegan or vegetarian, we offer a reasonable range of vegetarian dishes. Mimosa are not a vegan or vegetarian restaurants and do not imply in any literature that we are. Our Mangers and Chefs could help in cooking some available dishes for you but it can be refused if the restaurant is Very busy.

Do you serve Halal meat?

We are not a halal Restaurant. However, all our Chicken and Lamb are sourced from a Halal certified supplier. We do serve duck, Pork and seafoods that are not halal. Please check with the Restaurant Manager for more details.

LUNCH

What is included in the lunch menu?

The lunch menu is a scaled down version of the dinner menu. That way, we can ensure that all food is cooked fresh. Our Menu varies from day to day as the Chefs do a daily planning of the Menu. Some of your favourite dishes may not be available, but Please do speak to the Manager on duty if that can be cooked. Small Extra charges will be applied if any of the seafoods are ordered specially during Lunch hours and upon Preparation.

LOST AND FOUND PROPERTY

What happens if I lose or have my property stolen in your restaurants?

Mimosa cannot accept any responsibility for any items lost, damaged or stolen in these premises. You are to be wholly responsible for your belongings. Please do carry your Mobile Phones or any Keys along with you whilst you are getting up from the table. Since we get very busy time to time, numerous number of people pass through your tables and your belongings could be stolen.

Do you have cloakrooms in your restaurants?

We do not have cloakrooms and cannot look after your valuables for you. We therefore ask our customers not to leave their valuables unattended whilst they are perusing and choosing from the extensive selection of cuisine on offer.

What happens if any of my property is damaged?

Customers are reminded not to leave their mobile phones and other electronic devices on the table since Mimosa do not accept any liability for any damage as a result of spillages on electronic equipment or valuables.

What happens to lost property?

We do our best to try to return items left on our premises to the rightful owner within 7 days. We cannot guarantee to keep items for longer than this. We will dispose of any remaining items in an environmentally friendly manner where possible. This includes donations to registered charities.