

# Frequently asked questions & Restaurant terms and conditions



Sanremo the Italian restaurant Bath

## Booking & Bar Policies

You can book a table 6 months in advance via our website which shows our live availability. If you need further assistance, our reservation lines are open 9am to 7pm daily.

Sanremo is an independent, family run restaurant that strives to provide professional, friendly service and high quality food and drinks. In order to maintain that we do not take drinks only bookings. We offer bar service based on availability. Due to the limited bar space, we cannot guarantee space at the bar, but do our best to accommodate guests for pre-dinner drinks.

We have a 15 minute grace period. Please call us if you are running later than 15 minutes after your booked time.

We may contact you about this booking, so please ensure your email and phone number are up to date.

A **£20 per person** charge will apply if bookings are cancelled less than 48 hours in advance or if you fail to turn up. If you need to cancel please notify us via email [info@sanremobath.co.uk](mailto:info@sanremobath.co.uk) or call us on **01225592840**.

Please note that our restaurant does not have lift access. Please let us know, when booking, if you require a ground floor reservation.

## Gifting & Prepayments

We have a range of gift vouchers available to purchase via our website. If a loved one or colleague is dining with us and you'd like to treat them to a bottle of champagne or some vouchers towards their meal with us then please call us on **01225592840** and we will organise this for you, or visit our website to purchase them online at [gift card \(website link\)](#).

## Menus & Dietary Requirements

If you or a member of your group has an allergy, intolerance or any other special dietary requirements, just let us know when you book, and our team will be ready to accommodate on the day.

Always inform your server of your allergy, intolerance or dietary requirements when ordering.

Please check the allergen information each time you visit our restaurant as the recipe or the ingredients may change. You can find all our [menus](#) on our website.

## Family Policy

We welcome children & babies of all ages. When you're booking your table, please make sure all children in your group (even the babies) are included in your total number of guests.

If you need a highchair or extra space for a pushchair, just let us know when you book and we'll take care of everything.

## Dog Policy

We do not allow dogs or any other pets inside our restaurant. Exceptions are made for guide dogs and certified emotional support dogs.

## Waiting List & Walk-Ins

We do not currently operate a waiting list, but you can see live, up-to-date availability on our website.

Our restaurant will do its best to accommodate walk-ins but we cannot guarantee availability in busy periods.

Any cancelled tables are immediately available online; we recommend that guests periodically check online availability as our online system is live and accurate.

## Dress Code

Our dress code is smart-casual and quite relaxed.

We just ask that the general look does not appear too sporty i.e. tracksuits/football shirts/baseball caps. Smart trainers are allowed.

We do not allow flip flops to be worn.

## Cakes, Celebrations & Decorations

To ensure all Sanremo experiences are enjoyable for all guests in our restaurant, we do not allow party decorations, balloons or confetti.

However, if you'd like to have a celebration cake, we'd be happy to help. Just let us know at least 48 hours before your booking and we'll talk you through the available options. You are, of course, more than welcome to bring your own celebration cake with you. Due to health and safety regulations, we won't be able to serve it to you, but we can present it at your table after your meal and keep it aside for you to take with you when you leave.

## Do you still have a question?

Please give us a call on **01225592840** or email [info@sanremobath.co.uk](mailto:info@sanremobath.co.uk) and we will be happy to help you.

## How can I amend my booking?

If you already have a booking with us, you can amend or cancel your booking via your confirmation email or text message. If you still need assistance, please give us a call on **01225592840**, and a member of our team will be able to help you.