# 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** or call us on **01225592840.**

Our restaurant has step-free access, and lift access to our first floor private dining room.

## Bar Seating

We don't take reservations for drinks, but we'll do our best to find you a place at the bar whether you're waiting for your table, or just joining us for post dining cocktails.

## Table Allocation

While we always do our very best to fulfil our guests' requests, all tables are allocated on arrival and can't be guaranteed in advance.

## 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.

## Children

We welcome children of all ages. Please do count them (including babies) into your final party size. If you would require a highchair or space for a pushchair, please specify this at the time of booking.

## Are Dogs Allowed?

We are unable to allow dogs in the restaurant, however, Registered Assistance Dogs are of course welcome.

## 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. Tailored shorts and short sleeved shirts are permitted during fine weather. However, guests are asked to be respectful of the fact that many diners will be dressed for a celebration.

## Decorations & Celebration Cakes

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