

Our Terms & Conditions

MENUS

Our set Festive Menu is available between 27th November and 24th December and will run alongside our regular a la carte menu and specials board. For tables of up to 20 guests, each guest can choose to dine from either regular or Festive menu, however, cannot mix and match courses between menus. For parties of more than 20, the whole party must dine from the same menu (specials can be included with the A la Carte Menu). Please make us aware of any dietary requirements on booking and we will be happy to assist and make substitutions where necessary. Halal options are available. Children (under 12) can dine from our set menu with 50% off full price. Please visit our website www.riccisplace.co.uk to view all of our menus.

PRE-ORDERS

For parties of 8 or more with a reservation between 27th November and 24th December, you are required to submit your food choices in advance. Please use our pre-order form and return to us by email to info@riccisplace.co.uk. Final pre orders must be received by November 20th, or if the bookings is made after this date, at least 7 days prior to your visit. Due to the large number of reservations, pre-orders may not be changed thereafter, unless there is to be an addition or a reduction in the size of the party (with minimum 24 hours notice required).

BOOKING POLICY

Please be aware that for parties of 5 or more, a credit card will be required to complete an authentication and to secure your reservation. Our cancellation policy will apply.

Bookings will generally be allocated a 1.5-to-2-hour duration and this time frame will be stated on your booking confirmation email. There is a possibility of increasing this duration should your numbers increase to more than 15 guests. If you feel you need longer, we will do our best to accommodate your request. If a reservation is made after 7:30pm, then the table is yours for the whole evening and your booking duration will be until closing time. We ask that all guests arrive on time to their booking to ensure a smooth service for all guests, and pre-ordered food cannot be held for late arrivals. Please be aware that as a small restaurant, we do not have a waiting area, so may not be able to accommodate early arrivals. Should you arrive more than 15 minutes after your booking time without forewarning, your table may be released. Tables are allocated daily by the restaurant team, and although we endeavour to allocate a table in your preferred area of the dining room, we cannot always guarantee this.

CANCELLATION POLICY

The restaurant's continued viability relies on reservations being honoured by our customers, and adequate notice being given of any changes or cancellations. Accordingly, the following applies:

1. Ricci's Place requires 24 hours notice to cancel your reservation or to reduce the number of guests in your party.
2. We reserve the right to charge a cancellation fee of £20 per person for any booking that is cancelled, or if party size is reduced with less than 24 hours notice. This cancellation fee reflects the costs incurred by Ricci's Place in terms of staffing, food, and any lost revenue as a result of turning away other potential bookings.
3. No shows, without prior notification, will be charged for pre ordered meals in full.
4. Credit Card details will be required to confirm a booking of 5 or more, and any cancellation fee will be charged to the nominated credit card in the event of a fee being applied.
5. Our team will actively manage restaurant bookings by checking attendance with the main guest we have in our bookings diary. For this reason, please ensure we have received a contact telephone number that you will be contactable within 36 hours of your booking. Failure to confirm your reservation by telephone may result in your table being released.

BILLS & PAYMENT

We will provide you with one itemised bill per booking and cannot sub-divide bills for parties. All bills are itemised. A discretionary 10% service charge will be added to your bill for parties of 8 or more. Ricci's Place accept debit and credit cards or cash.

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