Giri1 Ltd T/A Ricci's Place

Website update and policies

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Privacy Policy

Giri1 Ltd T/A Ricci's Place
Last updated 22nd Octber 2026

Giri1 Ltd T/A Ricci's Place values your privacy and is committed to protecting your personal information.

By using our website or online ordering service, you agree to the terms of this Privacy Policy. If you do not agree with the terms, please do not use our Service.

1. Information We Collect

We collect information about you when you use our Service. This may include:

1.1 Personal Information

Name, email address, phone number, address, and payment details (credit/debit card information – processed securely; we never store full card numbers).

Order details: Information about your orders, preferences, and any special instructions.

1.2 Automatically Collected Information

Device Information: IP address, browser type, operating system, and device identifiers.

Usage Data: Pages visited, time spent on the Service, interactions with features, and other analytical data.

1.3 Location Data

With your permission, we may collect approximate or precise location to provide accurate delivery services.

1.4 Communication Data

Any messages or feedback you send us via email, phone, or other channels.

2. How We Use Your Information

We use your information for the following purposes:

To process and deliver your orders

To communicate with you about your orders

To personalise your experience on the Service

To improve our Service through analytics and feedback

To detect and prevent fraudulent transactions or security threats

To comply with legal obligations (e.g., tax and food-safety records)

3. How We Share Your Information

We do not sell your personal information.

3.1 With Service Providers

We share information only with trusted third-party providers who help us run our service.

3.2 Legal Obligations

We may disclose information if required by law or in response to valid legal requests.

3.3 Business Transfers

In the event of a sale, merger, or acquisition of the business, your information may be transferred as part of that transaction.

4. Your Privacy Rights

Under UK data protection laws you have the right to:

Access and receive a copy of your personal data

Correct inaccurate data

Request deletion of your data (subject to legal retention requirements)

Restrict or object to processing

Data portability

Withdraw consent at any time

To exercise these rights, contact us at info@riccisplace.co.uk

5. Cookies and Tracking Technologies

We use cookies and similar technologies to make the site work properly and to improve your experience. Full details are in our separate Cookie Policy.

6. Data Security

We take reasonable technical and organisational measures to protect your personal data. However, no method of transmission over the internet is 100% secure, and you use the Service at your own risk.

7. Children's Privacy

Our Service is not intended for individuals under the age of 18. We do not knowingly collect personal data from children without parental consent.

8. Third-Party Links

Our website may contain links to third-party sites (e.g., social media). We are not responsible for their privacy practices.

9. Changes to This Privacy Policy

We may update this policy from time to time. The new version will be posted here with an updated "Last Updated" date. Continued use of the Service after changes constitutes acceptance.

10. Contact Us

If you have any questions about this Privacy Policy or how we handle your personal data, please contact us at:

Giri1 Ltd T/A Ricci’s Place

4 Crossley House, Crossley Street, Halifax, HX1 1UG

Email: info@riccisplace.co.uk

Phone: 01422 740012

Cookie Policy

Giri1 Ltd T/A Ricci's Place
Last updated 22nd October 2026

This Cookie Policy explains how Giri1 Ltd T/A Ricci's Place ("we", "us", or "our") uses cookies and similar technologies on our website, including when you use our third-party online ordering system provided by Tabology.

What Are Cookies?

Cookies are small text files stored on your device when you visit a website. They help us and our third-party partners provide a better user experience, remember your preferences, and collect information about how you use our site.

Types of Cookies We Use

Strictly Necessary Cookies: Essential for the website to function, such as enabling online ordering and remembering your shopping basket. These cannot be switched off.

Performance and Analytics Cookies: Help us understand how visitors interact with our site, so we can improve it. These are not essential and require your consent.

Third-Party Cookies: Set by our online ordering provider (Tabology) and other partners to enable their services or analytics. These may track your use of our website and other sites.

Why We Use Cookies

To enable core site functionality (e.g., online ordering)

To analyse site traffic and usage

To remember your preferences and settings

Third-Party Cookies

Our online ordering system is provided by Tabology, which may set cookies on your device to process your order and for analytics purposes. Please refer to Tabology's own privacy and cookie policy for more details.

Your Choices and Consent

On your first visit to our online ordering system, you will see a cookie banner asking for your consent to use non-essential cookies. You can accept, reject, or customise your preferences at any time.

Strictly necessary cookies do not require consent, but all other cookies (including third-party cookies) will only be set if you agree.

You can withdraw or change your consent at any time by clicking the "Cookie Settings" link in the website footer.

Managing Cookies

You can also manage cookies through your browser settings. Disabling some cookies may affect website functionality, especially online ordering.

Contact Us

If you have questions about our Cookie Policy, please contact us at:

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Refund Policy

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E-Voucher Refunds

Your Rights To End The Contract: You have the right, provided you are within the cooling off period of 14 days after the date that we confirm that we accept your order. If you choose to receive your eGift Cards before expiry of the fourteen (14) day cooling off period, you acknowledge and accept that you will lose your right to end the contract once downloading of the digital content begins.

Physical Gift Vouchers

Unredeemed gift vouchers may be returned within 14 days of purchase for a refund of the purchase price to the debit or credit card account used for the purchase by contacting Giri1 Ltd T/A Ricci's Place at info@riccisplace.co.uk

Terms & Conditions

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Booking Policy

For parties of 5 of 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 between a 1.5 and 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, please call us and 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, as 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. Giri1 Ltd T/A 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 Giri1 Ltd T/A Ricci's Place in terms of staffing, food, and any lost revenue as a result of turning away other potential bookings.

3. Any guests who fail to show for their reservation 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. Credit Card details will be required to confirm all bookings on specials dates, 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.

Giri1 Ltd T/A Ricci's Place accept debit and credit cards or cash.

Gift Cards- Terms and Conditions

E-Vouchers

Vouchers can be redeemed against all food and drink products at Giri1 Ltd T/A Ricci's Place at the time of dining.

E vouchers cannot be refunded or exchanged for cash or credit.

E-Vouchers will be activated at the point of ordering and are valid for 12 months from the date of issue. This will not be extended under any circumstances.

Reservations are subject to availability, and we accept no liability if we are unable to seat you before the expiry of this voucher.

E-vouchers must be present at the time of dining on a mobile device, or a printout.

Any expenditure over the value of the voucher must be settled at the time the bill is issued.

This voucher is not transferable under any circumstances.

Where vouchers are dispatched by email, risk will pass to the customer when the email is sent, and title will pass upon receipt of payment in full. We are not responsible for E Vouchers that are not received due to your failure to enter an accurate email address for the recipient.

Payment Methods: E-Vouchers may be paid for with a valid Debit or Credit Card

Delivery Information: E Vouchers will be delivered by email, free of charge.

Your Rights To End The Contract: You have the right, provided you are within the cooling off period of (i) in the case of E-Vouchers, fourteen (14) days after the date that we confirm that we accept your order.
If you choose to receive your eGift Cards before expiry of the fourteen (14) day cooling off period, you acknowledge and accept that you will lose your right to end the contract once downloading of the digital content begins.

Physical Gift Vouchers

Physical gift Vouchers can only be purchased in-store and can be redeemed against all food and drink products at Giri1 Ltd T/A Ricci's Place, at the time of dining.

Payment Methods: Gift Vouchers may be paid for with a valid Debit or Credit Card, or cash.

Gift vouchers cannot be refunded or exchanged for cash or credit.

Physical gift Vouchers cannot be part-redeemed. Any monetary value remaining on a voucher after use is not exchangeable for cash or another voucher and will be forfeited automatically. Replacements will not be issued for lost or stolen vouchers.

Vouchers are valid for 12 months from date of issue and this will not be extended under any circumstances.

Lost or Stolen Vouchers: Please keep your Gift Vouchers secure, as if they were cash. We are not responsible if the Gift Vouchers are lost, stolen, destroyed or used without permission. We reserve the right to cancel Gift Vouchers, if we reasonably suspect fraud or misconduct. Damaged, altered or cancelled Gift Vouchers will not be accepted.

Returns

Unredeemed vouchers may be returned within 14 days of purchase for a refund of the purchase price to the debit or credit card account used for the purchase by contacting Giri1 Ltd T/A Ricci's Place at info@riccisplace.co.uk

Your Statutory Rights

This policy does not affect your legal rights under the Consumer Rights Act 2015 or any other UK consumer protection law.

Contact Us

For any refund request or question:

Giri1 Ltd T/A Ricci’s Place

4 Crossley House, Crossley Street, Halifax, HX1 1UG

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Phone: 01422 740012