



Terms & Conditions

JPRESTAURANTS

Terms & Conditions

General Terms & Conditions

These terms and conditions apply to bookings, purchases and services provided by JP Restaurants. Specific terms may also apply to individual venues, products, promotions or experiences.

If you have any questions about these terms, or a specific requirement ahead of your visit, please contact us.

An email address is required when making a restaurant booking so that we can send your booking confirmation and any relevant information about your reservation.

Restaurant reservations	2
Cancellation policy	2
Table allocation	3
Food safety & allergens	3
Cashless payments	4
Online ordering	4
Gift cards, digital gift cards & experiences	5
Loyalty programme	6
Guest WiFi	7
Changes to terms	7

Restaurant reservations

Reservation times

Tables are generally allocated for two hours, or for the shorter period specified in your booking confirmation. After this time, the table may be required for another reservation.

If you would like to stay longer than two hours, please contact us in advance. Where availability allows, we will always do our best to accommodate you.

For bookings at 1.30pm or later, or 8.00pm or later, your table will not normally be re-booked after two hours. However, please let us know if you would like to stay beyond two hours so that we can plan accordingly.

We ask that you are ready to be seated at your reservation time. This helps us provide the best possible service to all of our guests and ensures that tables can be managed fairly throughout the day.

If you are running late, please telephone the restaurant as soon as possible. Tables will generally be held for 15 minutes after the reservation time. After this point, we may need to release the table and may treat the reservation as a no-show.

If you would like to have a drink before your meal, please arrive earlier or amend your reservation to a later time. Drinks are available in The Old Vic at Beresford House and in the bar at Oyster Box, or on the Oyster Box terrace when weather permits.

Cancellation policy

We ask that you provide at least twenty four hours' notice if you need to cancel a reservation.

Where a booking is cancelled with less than twenty four hours' notice, we may charge a £10 cancellation fee per person if we are unable to resell the table. For a no-show, we may charge a £15 fee per person.

For particularly busy dates, occasions or services, we may require a deposit or other payment guarantee when a reservation is made. Where this applies, the relevant terms will be explained at the time of booking.

Cancellation charges and deposits help us manage our limited table availability and reduce the impact of late cancellations and no-shows on our restaurants and other guests.

For events, private events, and room bookings, the cancellation policy and charges will be explained at the time of booking.

Table Allocation

We are happy to note requests for particular tables, areas or window seats when making a reservation. However, we cannot guarantee a specific table or location.

Tables need to be allocated according to the day's bookings, party sizes and restaurant layout, and availability can change between the time of booking and the day of your visit.

If a particular table or area is important to you, please let us know when booking and we will do our best to accommodate your request.

As a general guide, guests dining earlier and leaving their table by approximately 8.15pm, or booking from approximately 8.30pm onwards, may have a greater chance of being allocated a window table or particular area. This is not guaranteed.

If you have a specific accessibility requirement, including a mobility aid or an assistance animal, please see our Accessibility Policy & Guide and let us know when booking so that we can allocate the most suitable table.

Food Safety & Allergens

We ask that guests do not consume food that has not been prepared by JP Restaurants on our premises. This includes celebratory cakes and other outside food.

There are several reasons for this policy, including:

- we may not have suitable refrigerated storage available;
- food brought from elsewhere has not been prepared or stored under our food safety procedures;
- serving outside food can affect the service we provide to you and other guests, particularly where we have not been notified in advance; and
- if a food safety incident or allergic reaction were reported, we would be unable to verify or trace the ingredients and preparation of food brought in from elsewhere.

If you would like to celebrate with a cake, please ask us about the options available at your chosen venue.

Beresford House and Oyster Box can provide celebratory cakes with at least 48 hours' notice. Jersey Crab Shack offers celebratory puddings. Please contact your chosen venue as far in advance as possible.

For parents of young children requiring infant formula or baby food, this is generally permitted. Please see our Accessibility Policy for further information.

Food allergies

We cater for a range of dietary requirements and have specific procedures for guests with food allergies.

If you have a food allergy, please tell your server before ordering and check the allergen menu before choosing your food. This allows our team to follow our food allergy process and take all reasonable precautions to reduce the risk of cross-contamination.

Our full Food Allergy Policy & Guide, including our allergen menus and information about how we manage food allergies, is available online.

If you have a specific question about ingredients or allergens, please contact us before your visit wherever possible.

Cashless Payments

JP Restaurants is cashless across all of our sites.

We accept:

- Visa
- Mastercard
- American Express
- Debit cards
- Apple Pay
- Google Pay

Unless otherwise stated, all payments must be settled at the time of the reservation using one of the above payment methods.

Online ordering & payments

Click & Collect / Takeaway

Some JP Restaurants venues may offer takeaway and/or Click & Collect.

All pre-ordered takeaway food will be held for at least 30 minutes after your selected collection time, or until the outlet closes, whichever is earlier.

After this time, uncollected orders may be disposed of and we may be unable to provide a refund. Please be aware that collecting an order later than the selected collection time may also affect the quality, temperature and taste of some items.

Click & Collect orders can only be placed for same-day collection. Once an order has been placed and paid for, the collection time, order details and collection location cannot be changed. Please check your selected location, collection time and order carefully before completing your purchase.

Order at Table

Order at Table is available only during the relevant venue's opening hours.

Orders placed outside these hours will not be processed and, where payment has been taken, we may be unable to provide a refund.

Once an Order at Table purchase has been completed, we are unable to provide a refund where an incorrect location, time or order has been selected by the customer.

If you have feedback about the quality of your order or your experience, please contact our Customer Services team.

Gift Cards & Digital Experiences

Digital gift cards and experience vouchers can be purchased online and are delivered by email either to the purchaser or directly to the recipient, according to the purchaser's selection at checkout.

Digital Gift Cards

- can be redeemed at participating JP Restaurants outlets;
- are valid for 24 months from the date of purchase;
- cannot be exchanged for cash;
- cannot be refunded or exchanged for other vouchers; and
- cannot be used to settle accounts.

Where the purchase exceeds the value of the gift card, the remaining balance can be paid using an accepted payment method.

Where the purchase is less than the gift card value, the remaining balance remains available on the card until its expiry date.

Any remaining balance expires when the gift card reaches its expiry date.

Experience Vouchers

Experience vouchers are different from digital gift cards.

An experience voucher can only be used for the specific experience stated on the relevant product page and cannot be exchanged for another product, service or purchase.

The voucher is valid only for the advertised experience date and time, unless the relevant product's terms state otherwise. Please check that you, or the intended recipient, can attend the experience at the advertised date and time before purchasing.

Experience vouchers are non-refundable where the purchaser or recipient is unable to attend or does not attend the experience.

Experience vouchers automatically expire once the advertised experience date has passed.

Physical gift cards

Physical gift cards at JP Restaurants have now been phased out.

We are no longer able to issue new physical cards. Existing physical cards will continue to be accepted, and will remain valid until the expiry date, written on the accompanying card wallet. Unfortunately physical cards cannot be renewed or extended.

Loyalty cards

Physical loyalty cards

Physical JP Restaurants loyalty cards, which were valid at Café Ubé sites, have now been phased out. The previous Café Ubé loyalty scheme is no longer in operation.

Loyalty vouchers

JP Restaurants may, from time to time, send digital loyalty vouchers to customers who have signed up to our email database. These are valid for the time period displayed on the digital voucher, and cannot be renewed or extended.

Guest WiFi

Guest WiFi is provided at participating JPREstaurants venues for customers to use while visiting us.

By accessing our guest WiFi, you confirm that you are legally permitted to use the service and agree to these terms.

- WiFi is provided at JPREstaurants' discretion.
- We cannot guarantee that the service will always be available or that a particular connection speed will be provided.
- Access may be restricted, suspended or terminated at any time.
- You are responsible for your use of the WiFi service and must not use it for any unlawful or prohibited purpose.
- JPREstaurants is not responsible for content accessed by users through the WiFi network.
- To the extent permitted by law, JPREstaurants is not responsible for loss, damage or other adverse consequences arising from your use of the WiFi service.
- JPREstaurants may amend the WiFi service or these terms from time to time.

Changes to these terms

We may update these terms and conditions from time to time to reflect changes to our services, venues, products or legal requirements.

The version published on this website at the time of your booking or purchase will generally apply to that booking or purchase, unless we are required to make a change by law.

If you have any questions about these terms or need further information before your visit, please contact us.