



Cancellation Charges, Advance Payments & Group Bookings Policy

Cancellation Charges (Reservations for 1-6 persons)

A charge of 50% will be made for any cancellations or downward adjustments to restaurant bookings if these changes are not notified to Horizons before 5 p.m. on the College working day prior to the date of the booking.

No shows will be charged at 100%.

Advance Payments for Themed, Gastronomic & Designated Events

Payment for Themed, Gastronomic, Christmas meals or any other designated event is required in full by the date advised at the time of booking. Until payment is received in full all bookings will be considered as provisional only.

Should payment not be received by the date advised Horizons reserves the right to remove the provisional booking from the bookings diary without further reference to the customer.

A refund of 50% will be given for any cancellations of pre-paid reservations received up until 5 p.m. on the College working day prior to the date of the event.

A full refund will be given for cancellations made 10 full College working days prior to the date of the event.

Group Bookings (Reservations for 7 or more persons)

Group booking conditions will apply to parties of 7 or more people for any meal or event.

Payment for group bookings is required no later than ten full College working days prior to the event unless the booking is for a themed, Gastronomic, Christmas or other designated event in which case the conditions detailed above will apply. Bookings will be considered as provisional until payment is received in full.

Should payment not be received by ten working days in advance Horizons reserves the right to remove the provisional booking from the bookings diary without further reference to the customer.

A refund of 50% of any full payments will be given for any cancellation received up until 5 p.m. on the College working day prior to the date of the event.

A full refund will be given for cancellations made 10 full College working days prior to the date of the event.

When making any such changes or cancellations to a booking customers are advised to make a note of the date and time of the change/cancellation being made and the name of the person taking the details.