



CHRISTMAS BOOKINGS AT SAM'S 2009

"If Santa were having a Christmas do, he'd have it here"

Metro

Thank you very much for your enquiry.

If you're looking for the best of British Christmas experiences, look no further than Sam's Chop House. We're serious about British food (all our dishes are cooked to order from fresh local ingredients) and we're serious about traditional – though some might call it old-fashioned - hospitality, because we recognise that we won't have a great Christmas unless you do.

We are happy to present our Christmas Party Menu and using the experience of previous years we look forward to making sure everything runs as smoothly as possible.

You can choose from the full seasonal à la carte menu for all groups of seven people or less. And we're more than happy to discuss any individual dietary requirements. However, to make sure that larger parties can be served at the same time we have created a special festive Party Menu for groups of eight or more. We ask all such parties to pre-order their meals using the form attached. In fact we're very happy to take pre-orders for all meals during the festive season as it makes it so much easier to plan the kitchen's workload.

ALL YOU NEED TO DO

1. **To check on availability**, our Christmas Booking service is open Monday to Friday, 10.00am to 5.00pm
 - a. Our Christmas Co-ordinator, Mark Graham, will get back to you on enquiries outside this period - if you leave your contact information
 - b. You can pop in to see our Christmas Co-ordinator in the restaurant;
 - c. Telephone us on (0161) 834 3210;
 - d. Fax your enquiry on 0161 839 0042; or
 - e. Send an e-mail enquiry to sams@thevictorianchophousecompany.com
 - f. We'll need to know the day and time you'd like to book; the numbers involved; and how we can get in touch with you during the working day
2. **Reservations** are confirmed upon completion of the booking form and payment of a non-refundable deposit of £10 per person
3. **Food Pre-order forms** (for all parties of eight or more) are required ideally three weeks in advance (and no later than 7 days) before your function
4. **Please respect the booking time** – this is when we need you available for your table
 - a. We recommend meeting times are arranged at least 30 minutes in advance
5. Please familiarise yourself with our **Terms & Conditions** and make sure that all members of your party are aware of the important stuff

Remember the good old days when service wore its best smile, food was hearty as opposed to artistic and calories hadn't even been thought of? The people at Sam's do.'

The Guardian



CHRISTMAS BOOKING INFORMATION – SAM'S MCR

Bookings are only confirmed when we issue a receipt after receiving a signed booking form and cleared funds in payment of the non-refundable security deposit. In doing so you are agreeing to be bound by the Terms & Conditions detailed over page and published on our website. Your information will not be shared with any third party.

<i>Name</i>		
<i>Company</i>		
<i>Address</i>		
<i>Post code</i>		
<i>Telephone</i>	<i>Office:</i>	<i>Mobile:</i>
<i>Fax</i>		
<i>e-mail</i>		

Date of booking _____

Time of booking _____

Return time advised by the restaurant _____

Number of guests in party _____

Deposit @ £10.00 per person £ _____

Please tick as appropriate

- Payment made by cash/cheque at the restaurant;
- Payment is enclosed; or
- Please bill my Debit or Credit Card - details below.

To guarantee the booking, please complete the following information

Credit Card No _____ **Valid date** _____ **Expiry date** _____

Or

Debit Card No _____ **Valid date** _____ **Expiry date** _____

Issue number _____

Name of Card Holder _____

Customer/ Cardholder's signature _____

Manager on duty (print) _____

Receipt date / number / reference _____

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WHAT WE LOOK FOR IN RETURN

TERMS & CONDITIONS

Please make sure that all the members of your party are aware of these terms and conditions.

Confirming Your Booking

- Reservations must be confirmed back to you in writing by the Restaurant.
- Reservations will be confirmed when we receive a signed booking form and cleared funds in payment of the security deposit.
- The security deposit is £10 per person and is non-refundable.
- In completing this booking form, you are confirming that you are over the age of 18 and that you are agreeing to be bound by the Terms & Conditions. You are also confirming that you are authorised to do so on behalf of all persons named in the booking and you are acknowledging that all members of the party are agreeing to be bound by these Terms & Conditions.
- Your booking is classed as *provisional* until we have received the above and issued a receipt and Party Reference Number.
- The deposit will, of course, be subtracted from the final balance due.

Amendments to Your Booking

Where reasonable prior notice is given the Restaurant will endeavour to accommodate additions to the client's booking, subject to availability. Please be aware that Christmas is a peak period and that many popular times are fully booked well in advance.

- If the *size* of your party reduces in any way, we draw your attention to our policy on Cancellations. Please inform us as early as possible.
- Revisions to the food order can be easily accommodated up to the pre-order deadline. Please communicate these in writing (at least one week before the reservation date). It may not be possible to make late adjustments.

The Final Payment

- We are happy to arrange for advance payment of food and drinks pre-orders in full via a pro-forma invoice. Please be advised that payment must clear prior to the day of the booking. Any extras must be settled on the day.
- Otherwise, we require settlement of the full bill on the day itself (by cash, or by credit / debit card. Cheques can only be accepted with the appropriate guarantee card).
- Because of potential timing problems at peak periods, we regret that a maximum of two cards per table can be taken.
- We do not offer credit facilities without prior written agreement.

Cancellation Charges Policy

In order to avoid wastage, no-shows, cancellations and non-arrivals at our busiest time, when we will have turned alternative custom away, we are obliged to impose the following sliding scale cancellation charges:

- More than a fortnight: £10 payable per person – from the security deposit
- Between 14 days and one week: £20 per person
- **Late changes, seven days or less:** £30 per person – debited from the security deposit card

Key Timings

- The pre-order helps us to plan our busiest month. It directs fresh produce orders, kitchen prep and staff planning. It then helps us to be ready for the madness of each December day.
- We prefer all pre-orders to be complete before the end of November, which means we like to receive **your completed order form at least three weeks in advance** of the party date.
- Experience has led us to set the final Pre-order Deadline at seven days before the party date.
- Any last minute revisions, within the last week, must be agreed in advance with the Manager.

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Table Timings

We always try our best to be flexible and accommodating. And it is certainly our intention to do everything we can to make your Christmas enjoyable. But we have to take into account the needs of *all* our guests and our staff at this time. And our experience shows that this area can be a cause of problems. Poor time-keeping can have a knock-on effect throughout a day which impacts on many other guests and their bookings. It can also delay your own service.

- Please treat **the reservation time as the actual time you are available to sit** down in the restaurant itself.
- We recommend that you arrange meeting times in advance of this. If you'd like to enjoy a drink beforehand, it makes sense to allow the time to do so.
- **On certain days and at certain times a Table Return Time may be required;** we will discuss this with you beforehand. Return Times typically cannot be extended because of the impact on other customers.
- Unfortunately if some members of your party are late, we may not be able to wait for them, and their food may have to be served awaiting their arrival – or for your other guests to share.
- The management reserves the right to cancel a booking if guests arrive later than 30 minutes after a confirmed reservation time. In this event cancellation charges will apply.

Tables

- Large groups are advised that whilst we will do our best to seat your members on one table, this may not always be possible.
- Your party will, however, be seated in the same area of the restaurant wherever possible.
- You should speak to us in advance if you have special table requirements.

Exclusive Hires

- When reservations are made for exclusive hire of all (or a part) of the venue, we will agree either a room hire charge or a minimum spend (secured with a credit or debit card at the time of the booking).
- This minimum spend needs to be met in full before you leave the venue or before it closes.
- Failure to meet the minimum spend will result in the unspent monies being charged on the night.
- Balances may not be transferred.
- All exclusive or minimum hire bookings are subject to a non-refundable deposit of 50% of the room hire fee or 25% of the minimum spend to compensate for trade turned away. The deposit is payable upon confirmation of the booking.

Subject to Change

- The Victorian Chop House Company reserves the right to change menus, times, prices, payment or booking conditions.

How to Pre-Order your Meal

- Please select your meals off the Christmas Party Menu.
- Fill in the Pre-order form supplied, and either send it to us by e-mail, post or fax – or drop it in personally if you'd prefer. Please remember that lunchtimes can be very busy periods for our managers who may be diverted by customer service.
- The pre-order should include a full guest list by name and should also specify any special seating requirements or a table plan.
- Unfortunately, no other forms can be accepted.
- We try to compile our pre-orders before the end of November to assist with ordering and planning of logistics.
- The **final pre-order deadline is seven days** before the date of your meal.
- Regrettably we *may* not be able to accommodate changes after this date.

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Special Requirements

- Please advise us of any allergies, special dietary requirements or any other special needs in advance – ideally when booking or making formal, written amendments.
- We will be happy to arrange alternatives wherever possible.
- We cannot guarantee that nuts or nut traces will not be found in our food.

Force Majeure / Circumstances beyond our Control

- Force majeure means unusual, unpredictable or unavoidable circumstances that are outside the Restaurant's control and which prevent the contract being fulfilled.
- These are circumstances which we could not reasonably have foreseen, avoided or overcome and are outside the Restaurant's responsibility and liability.
- They include, but are not restricted to war or the threat of war, riot, civilian insubordination, industrial disputes or strike, acts of terrorism or threats thereof, natural or industrial catastrophe, illness, injury or death, fire, severe weather conditions, flood, technical, IT or maintenance issues.

Exceptional Circumstances

- In exceptional circumstances only, the Company may at its discretion take a £15 Late Cancellation Charge and transfer the booking to a replacement date in January or February. An alternative Christmas Party menu will be agreed with the client at a food price of £20 per head.

Property & Goods

- The Restaurant does not accept any responsibility for loss or damage to a client's property and goods. The restaurant's staff are not authorised to accept responsibility for such property or goods.
- We try our best always to be flexible and accommodating. And it is certainly our intention to do everything we can to make your Christmas enjoyable. But we have to take into account the needs of *all* our guests at this time

Service Charge

- Please note a discretionary 10% Service Charge will be added to bills. It is your right not to pay. If we have failed to justify it in any way, if you are unhappy about this for any reason, or if you simply disagree with the principle, please bring this to our attention and strike the amount off the bill.
- We apply the charge because we believe that great service is fundamental to our success. We encourage all our staff to go the extra mile to look after our customers and the charge is used to encourage and reward this - collectively. The money is fairly distributed amongst ALL the staff (including those in the kitchen and the bar too) because the team relies upon every member to be effective. The kitchen staff, from chefs to kitchen porters, are often the unsung heroes in every restaurant. And we believe passionately that they deserve to share in any rewards for good service.
- For the record, every member of our staff is paid MORE than the minimum wage at Sam's. We have never used the service charge income to make up any shortfalls in pay. And never would. Instead the money is added to monthly remuneration and also contributes to our significant staff incentive scheme. We try very hard to make sure that the best people get the recognition and rewards they are due, rather than just those handling the payment transaction. That's why we work so hard to ask for names of people who have gone the extra mile – on the feedback forms and in our manager meetings.
- It has always worked for us by encouraging teamwork. It helps us with staff retention in the kitchen. And the end-result is, hopefully, better service, a better product and continuing customer satisfaction.

Complaints

- If you are dissatisfied with any aspect of your experience you should bring the problem or issue to the attention of the duty manager as soon as possible so that all reasonable efforts can be made to rectify the situation to your satisfaction at the time.
- If for any reason, the issue cannot be resolved to your liking and you wish to make a complaint, you should put it in writing to The Manager, Sam's Chop House, Back Pool Fold, Chapel Walks, Manchester M21HN or e-mail the same at sams@thevictorianchophousecompany.com.

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