

## TERMS AND CONDITIONS

These 'Terms and Conditions' may vary from time to time. Please make sure you review them regularly as you will be deemed to have accepted a variation if you continue to use this website or enter the venue after any variation has been posted.

### Customer Safety

At Pitchers Restaurant and Nightclub, the safety and security of our staff and customers is paramount. Pitchers operate a minimum check 25 policy. If you are lucky enough to look younger than 25 then please be prepared to prove your age with valid and current identification as refusal can offend. This can be either a UK driving licence, passport or PASS identification card bearing the PASS hologram. Pitchers bar support the responsible consumption of alcohol and reserve the right to refuse service to customers who are, or appear to be intoxicated. Tap water is freely available in our bar upon request. A random search policy of all customers may be implemented depending on prevailing conditions, risk assessment or police advice. Pitchers Bar, Restaurant and Nightclub operate a zero tolerance policy on drugs. Customers suspected of dealing or using drugs will be asked to leave the premises immediately and their details will be passed to the police. Customers are advised that Pitchers work continually with local authorities to ensure our venue is fully compliant on all aspects of health and safety and crime and disorder. CCTV is in operation at all times.

### Conditions of Entry

Pitchers Management reserve the right to refuse admission. For door policies, entry information, accessibility and dress codes please view the 'Nightclub' page.

It is a condition of entry to become a member of Pitchers. Please see Membership policy.

### Data Protection

Pitchers Bar, Restaurant and Nightclub abides by the terms of the 1998 Data Protection Act.

The personal information that you enter on the website will be held securely and will not be used for any other purpose than for us to contact you about Pitcher's activities.

We're committed to protecting your privacy. We'll only use the information that we collect about you lawfully. The type of information we'll collect includes your name, address, phone number, date of birth, mobile number and email address. The personal information which we hold will be held securely. Direct Marketing unless you have opted out, we will use for this purpose. We do not disclose your personal information to third parties. This website contains links to other websites. We are not responsible for the privacy practises of these websites and you should read their own privacy policies. The privacy policy described here, applies only to personal data collected by Pitchers Management, Security and Marketing team.

### Admissions

By entering Pitchers you consent to being photographed or filmed and you consent to resulting material being used for commercial distribution, publication and Pitchers communications, without payment or copyright.

The management reserves the right to refuse admission and to eject any person appearing to be intoxicated, under the influence of drugs, or otherwise behaving abusively, dangerously or inappropriately. No refunds will be given under these circumstances. We reserve the right to conduct security searches of clothing, bags and all other items on entry and exit and reserve the right to confiscate items which may cause danger or disruption to others.

You are responsible for your belongings when attending. Pitchers does not accept any responsibility for any personal property brought to the venue. Pitchers does not accept any responsibility for the loss or damage to property deposited in its cloakroom. Pitchers will not accept any liability for the loss of jewellery, other valuables or money contacted within a deposited item. Customers must report immediately to the Management any missing item which has been deposited within the cloakroom and provide a valid cloakroom ticket. The company will not accept liability for any items as a result of a lost ticket. Lost property items are kept for 28 days.

### Membership Policy

It is policy for entrance to our venue to become a member. We will require date of birth, copy of identification, email and mobile phone number. This is for security and marketing purposes. A membership card will be issued. This is not transferable and must be produced upon arrival at all times.

VIP membership transport policy is complimentary up to 5 mile radius of our venue subject to availability. We reserve the right to provide any vehicle. Courtesy car home must be booked by Thursday midday to arrange transport. Transport is from the venue to one destination only. Limited amount of spaces. Subject to availability. The company only has limited booking slots for transportation once these are fully booked we can only recommend local third parties at your own expense.

Member must always show membership card upon arrival. Lost or stolen cards must be reported to management as soon as possible. Replacement cards cost £10.

VIP membership birthday package is valid for up to one month of members birth date. The month of December is subject to availability.

Silver membership holders 24hrs pre booking is required for guaranteed entry.

Gold membership holders are to notify the management team by calling up to 10pm on the day of arrival with details of the size of party and estimated time of arrival.

### **Special Offers**

Offers may vary. Special offers may not be used in conjunction with any other special offer. Pre booking advisable. All special offers are subject to availability.

### **Dining**

The restaurant is open from 6.30pm to 10.30pm. All diners will be asked to vacate their tables by 10.30pm. Spaces are limited, pre booking is advisable.

### **Allergen Information**

If you require further information on ingredients which may cause allergy or intolerance, please speak to your server before you order or for special dietary requirements upon reservation.

### **Online Reservations**

All reservations made online will be regarded as any enquiry until confirmed by a Pitchers Party Planner. We will endeavour to respond to all enquiries within 24hours.. If you require immediate assistance please call the main phone line on the 01628 789630. Please note, depending on your reservation or party type a deposit or minimum spend may be required.

### **Disclaimer**

Pitchers bar, restaurant and nightclub gives no warranty to the accuracy of the information accessed through the website and accepts no liability for any loss, damage or inconvenience that may be caused in the event that inaccurate information appears on it. Every attempt has been made to present up-to-date, accurate information. Information may be changed or updated without notice. The material on this website may be out of date at any given time and Pitchers is under no obligation to update such material. Pitchers will not be liable if for any reason this website is unavailable in whole or in part at any time or for any period. Materials posted on this disclaims all liability and responsibility arising from any reliance placed on such materials by you or any third party. If the need arises, access to this website may be suspended or terminated indefinitely.

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### **Using This website**

By using the Pitchers website you agree to be bound by these 'Terms and Conditions'.

**We ask that all patrons leave quietly and respectful of our neighbours at the end of the night.**