



## **Terms & Conditions**

The following Terms and Conditions apply to all bookings made on this website. We suggest that you familiarise yourself with them prior to making a Booking.

In these Terms and Conditions the following definitions apply:

### **Definitions**

**“Booking”** means the table reservation, functions and/ or any other services, made with us.

**“Client”** means you the customer, making the Booking (also **“You”** or **“Your”**)

**“Company”** means Bramhall Hospitality Limited trading as Loca.

**“Restaurant”** means Loca.

**“Online Reservation”** means a Booking made via the website.

**“Reservation Confirmation Email”** means an email sent to you following booking online confirming details of your Booking.

**“Terms”** means the terms and conditions herein.

**“Website”** means [www.locawhitleybay.com](http://www.locawhitleybay.com) or any other website operated by us relating to the Restaurant.

**“VAT”** means value added tax.

### **Bookings**

These Terms are between and shall bind the Company (**“we”**, **“us”** and **“our”**) and you the Client who books a reservation at the Restaurant through our website [www.locawhitleybay.com](http://www.locawhitleybay.com). References to **“client”**, **“you”** or **“your”** are references to the person making the booking and all members of the accompanying party.

Any Booking is subject to the Terms herein. These terms and conditions and contain the entire agreement between us and you and forms the basis of your agreement with us so please read them carefully. Nothing in these terms and conditions affect your usual statutory rights.

### **Online Bookings**

Online Bookings can be made through our contact form, email or by telephone. It is your responsibility to check these details and cancel your booking through the instructions included if you are unable to attend. Tables will be held for no longer than twenty minutes from the booked time unless agreed otherwise. We may not be able to accommodate additional diners in excess of the booked number of diners.

### **Amend your Booking**

If you need to amend your Booking you must email us on [info@locawhitleybay.com](mailto:info@locawhitleybay.com) or by telephone 0191 252 4040 as soon as possible with your request. We will endeavour to accommodate your request.

### **Revisions**

The materials appearing on the Restaurant web site could include technical, typographical, or photographic errors. Loca does not warrant that any of the materials on its web site are accurate, complete, or current. The Restaurant may make changes to the materials contained on its web site at any time without notice.

### **Intellectual Properties**

The Website, contains material including text, photographs and other images, which is protected by copyright and/or other intellectual property rights. All copyright, trademarks and other intellectual property rights in the material comprising this Website are owned by or licensed to Bramhall hospitality Limited or its subsidiaries.

### **Guest Behaviour**

Guests are requested to conduct themselves appropriately at all times and to comply with Restaurant procedures and/or requests with regard to conduct and respect for the property of the Restaurant, its employees and guests and their health and safety. Guests are requested not to disrupt the comfort and enjoyment of other guests, the smooth running of the Restaurant, or cause offence to other guests or our members of staff. We reserve the right to refuse entry or remove you and members of your party from the Restaurant if, in our reasonable opinion, we consider this provision to have been breached.

### **Personal Belongings:**

Any property left on the premises is at the owner's risk. The Restaurant will not accept responsibility for any loss of or damage to property left behind.