

Terms and Conditions

We are committed to providing our members with an exceptional dining experience. To ensure a pleasant and enjoyable visit, we kindly request your cooperation in adhering to the following guidelines:

Reservations:

Reservations must be made online unless agreed with management.

Allergens & Dietary Requirements :

If you have any allergens or dietary requirements, please include this in your booking via online. This is a mandatory field. Nuts and flour are used in our kitchen & bar. Despite efforts to prevent cross-contamination, any of our dishes may contain traces of nuts and gluten.

Cancellation Policy:

Cancellations must be informed to management 72 hours prior to the reservation day.

Dress Code:

Smart casual dress is a requirement at M.M.H. (no jeans or trainers!). Collared shirt.

Respect and Courtesy:

Treat all our staff and fellow visitors with respect, courtesy, and consideration.

Feedback and Concerns:

We appreciate your feedback and encourage you to share your experiences with us. If you encounter any issues or concerns, kindly inform your server or management directly.

Dining Hours open to the public:

Carvery is open from 12pm to 1:30pm.

Bar Hours:

The bar is open from Monday to Saturday - 11am to 10:20pm.

At Mark Masons' Hall we are very strict with the bookings' terms and conditions. Such behaviour is causing unacceptable pressure on the operation and is leading to ever increasing levels of mistakes.

86 St James will apply penalties to Units failing to respect its booking rules. Secretaries are more than welcome to contact the Catering Office for clarifications or special requests, but no bookings will be taken over the telephone.

Here is a Summary of the booking requirements along with the penalties Units will incur in case of failure to respect bookings rules

Date in relation to the Event	Booking requirements	Penalty in failure to advise
2 Full weeks prior to the event	Units must select the menu and indicate provisional numbers in writing.	A £5.00 surcharge per diner will be levied after this point.
1 Full week prior to the event	Table plans must be submitted for review by the Catering Office.	86 St James will draw up a table plan after this point. This will not be negotiable.
1 Full week prior to the event		If no booking is received in writing a surcharge of £10.00 per diner will be levied.
2 Full working days prior to the event*	Final numbers with any dietary requirements must be submitted.	No reduction of numbers or requests for dietary requirements will be actioned after this point.
2 Full working days prior to the event*		If no booking is received the unit's dining will be cancelled and no catering will be made available.
1 Day prior to the event		If no booking is received the unit's meeting will be cancelled and no temple will be made available.
Day of the event		Any increases in the dining number on the day will incur a £5.00 surcharge per person increased.

*** “Two full working days prior to the event” - The office hours are 09:00-17:00 Monday-Friday. To be clear, If the event is on Wednesday, we need to have the information when the office open at 09:00 Monday. If the event is on Monday, we require the final numbers when the office opens at 09:00 Thursday.**