

THE MUDDLER | CANCELLATION POLICY

- By making your reservation at The Muddler Newcastle you agree to our reservation policy.
- All reservations 1 – 7 guests require card details to secure the booking, there is no charge at the time of booking however in the event of cancelling your reservation with less than 48 hour's notice you will be charged £5 per person. If the original date is no longer suitable, we would look at changing the date for you to another date more suitable, if given more than 48 hour's notice, (subject to availability). If you do not want to change the date, we will also claim your deposit that has been held if your cancelation request is within 48 hours.
- Groups of 8+ will be required to pay £10pp deposit at time of booking, in the event of cancelling your reservation, we will need 1 week's notice, any bookings cancelled within that 1 week period will lose any deposits paid, if numbers drop within that 1 week period those deposits per person would be lost.
- Any bookings that are requested to be cancelled will forfeit the deposit amount that we have held on our system from the card details entered upon booking.
- Any deposits that have been claimed are non-refundable.