



THE DOME

EDINBURGH

WHY WE TAKE DEPOSITS

It is necessary for us to take a deposit due to the increased number of non-attended bookings in recent years.

The deposit amount reflects the cost incurred by The Dome in terms of staffing, food, and any lost revenue as a result of turning away other potential bookings.

The restaurant's continued viability relies on reservations being honoured by our customers, and adequate notice being given of any changes or cancellations.

Where possible, The Dome team will actively manage restaurant bookings by checking attendance with the main guests/contact we have in our bookings diary however, for all reservations we kindly request that diners give us notification of a cancellation or if an amendment is required.

DEPOSIT AND CANCELLATION POLICY

For all reservations we require a £10.00 per person deposit to be paid at the time of booking.

The deposit amount will be deducted from the total bill on your visit. Should your numbers decrease or you need to cancel your reservation, we require **24 hours notice** otherwise the deposit will be retained.

Where a deposit refund is approved, refunds will be made to the card used to make the original payment. It could take up to 3-5 working days to receive the funds back into your account.

A reminder email will be sent prior to the reservation if the deposit has not been paid and if we do not hear back within 24 hours then the reservation will be released.

By making a reservation at The Dome you agree to our cancellation terms.

If you have any questions regarding this, please contact us at enquiries@thedomeedinburgh.com

Thank you for your understanding and co-operation.

We look forward to welcoming you to The Dome.