

Terms and Conditions

Experience has shown us that it's helpful for everyone if we know what's agreed and expected of us when a booking is made. Please take a moment to read the Terms and Conditions relating to the booking you are making, and ask if you have any questions.

Afternoon Tea

The price includes three varieties of sandwich, scones with jam and clotted cream, and a selection of cakes. Unlimited refills of tea are included - ask to see our menu from Twist Teas.

In place of tea you may choose one Speciality Coffee, Hot Chocolate or Soft Drink after which they will be added to your bill. Requests for additional sandwiches can usually be accommodated at a cost of £5.00 for one and a half rounds.

We are fully licensed with a range of beers, ciders, wine and bubbles available to purchase.

Vegetarian diets can be catered for at no additional cost. Please advise at time of booking.

We can bake with gluten free flour and use gluten free bread but gluten is present in The Kitchen. The additional cost of the gluten free ingredients incurs an additional charge of £2.50 and we may require 48 hours notice.

Please note a vegan option is available to special order including dairy and egg-free scones and cakes, and sandwiches made without butter, cheese or animal products. This incurs an additional charge of £2.50 and again requires 48 hours notice.

If requesting a nut free tea we will avoid any cakes which contain nuts but please be aware that nuts are always present in The Kitchen and we cannot guarantee there will be no cross contamination.

We strongly advise you to book Afternoon Tea in advance. Even a quick call on the day to reserve a table can help to prevent disappointment. We ask for a 50% deposit to secure your booking. We are a small business, food is prepared to order and staffing is organised to offer you the best possible service. If no deposit is paid we will happily reserve a table for you and the food will be prepared on your arrival.

Cancellation Policy.

We prepare your food before The Kitchen opens for the day. If you are unwell please leave us a voicemail before 8.30am. This way the food will not have been prepared and we can rearrange your booking for another day. If you need to reduce the size of your party at the last minute we can box their Afternoon Tea to take away. Thank you for understanding we cannot offer refunds other than in exceptional circumstances.

Gift Vouchers

The Kitchen sells a selection of Gift Vouchers from £5.00. Or you may like to purchase one for Afternoon Tea. We can also email a voucher to you or post one to friends or family. Call us on 01923 805896 and chat about how we can help you!

Vouchers are valid for one year from the date of issue. They are valid when completed by a member of staff. When purchasing Afternoon Tea vouchers please advise of any supplementary charges (dietary requirements) or these will be payable by the recipient.

Vouchers must be used before the expiry date, or bookings made before this date. Vouchers may not be used in conjunction with some special offers or deals. Vouchers may not be used for products, classes or events run by other companies, events or persons using The Kitchen.

When purchasing monetary vouchers please be aware that we are unable to give change.

Celebration Cakes

The Kitchen bakes many beautiful bespoke cakes. The cost reflects that of the ingredients and materials used, such as the coloured cake drums and food-safe transportation boxes. Read more here or call us on 01923 805896 to discuss or arrange a consultation. We use the best quality ingredients and our staff are trained and experienced. Bespoke cakes take time to produce and we therefore ask you please not to request a discount.

We ask for a 50% deposit to secure your booking, with the balance payable on collection. Payment for wedding cakes should be made two weeks in advance of the big day please!

Alcohol

The Kitchen is licensed for the sale of alcohol to drink in and takeaway. Please understand that if you are fortunate enough to look under 25 we may ask you for ID to prove you are over 18 years old. It is an offence to buy or to try and purchase alcohol for anyone under 18 unless they are 16 years old and eating a meal when they may drink (but not buy) a beer, wine or cider.