



## LOS GATOS RESERVATIONS POLICY

- **We welcome table reservations** at lunch or in the evenings, **except for Friday and Saturday evenings**, when we operate on a first come, first served basis. *There are **no exceptions** to this rule, even if you are the King of Spain, Darth Vader, or celebrating your 100<sup>th</sup> wedding anniversary.*
- Our usual maximum reservation is for **8 people** seated at our largest table or combined tables.
- During the Christmas period we make an exception to this for groups up to a maximum of **14** people, at lunchtime only.
- **We regret we are not normally able to accommodate large parties in the evenings** when the maximum remains at **8 people**.
- **Very occasional exceptions** may be made to this rule when a quiet evening is anticipated (e.g. early in the week, January, Sunday etc.) Exceptions are subject to authorisation by the owners. There will be no exceptions during December.
- A **deposit of £5/head** is required to secure all reservation for parties of 6 or more.
- In the event of a no-show or reduction in numbers without 24 hours notice, the £5 per person deposit will be retained.

### Why do we need this Reservations Policy?

Los Gatos is a small and busy tapas bar. We are independently and privately owned and do not have the resources of a chain or investment company behind us. We would much prefer to operate on the basis of mutual trust, but unfortunately this approach is not shared by all the people we deal with.

Our tables are much in demand throughout the week and so much so at weekends that we do not take any reservations on Friday or Saturday evenings. The business operates on a narrow margin in order to give our customers the best food and service we can at a reasonable price for the area. As we have become busier, we have become victim to an increasing number of "no shows" for tables which have been reserved, or a shortfall in numbers. This is frustrating and costly for us, because it invariably means that we have turned people away.

It is also frustrating for our loyal customers because they have been turned away thinking we were full, when we could have accommodated them.

We apply the policy with a certain amount of discretion as we realise there are times when the unexpected happens. Normally a courteous timely phone call before arrival will avoid any misunderstanding.