

WELCOME TO OUR WEBSITE

If you continue to browse and use this website you are agreeing to comply with and be bound by the following terms and conditions of use, which together with our privacy policy govern Marjoram Trading Ltd's relationship with you in relation to this website.

The term 'Marjoram Trading Ltd' or 'us' or 'we' refers to the owner of the website. The term 'you' refers to the user or viewer of our website.

TERMS OF WEBSITE USE

The content of this website is for your general information and use only. It is subject to change without notice.

Neither we, nor any third parties, provide any warranty or guarantee as to the accuracy, timeliness, performance, completeness or suitability of the information and materials found or offered on this website for any particular purpose.

You acknowledge that such information and materials may contain inaccuracies or errors and we expressly exclude liability for any such inaccuracies or errors to the fullest extent permitted by law.

Your use of any information or materials on this website is entirely at your own risk, for which we shall not be liable. It shall be your own responsibility to ensure that any products, services or information available through this website meet your specific requirements.

This website contains material which is owned by or licensed to us. This material includes, but is not limited to, the design, layout, look, appearance and graphics.

Unauthorised use of this website may give rise to a claim for damages and/or be a criminal offence.

- From time to time this website may also include links to other websites; these links are provided for your convenience to provide further information. They do not signify that we endorse the website(s). We have no responsibility for the content of the linked website(s).
- You may not create a link to this website from another website or document without Marjoram Trading's prior written consent.
- Your use of this website and any dispute arising out of such use of the website is subject to the laws of England, Scotland and Wales.

ONLINE DEPOSIT AND REFUND POLICY

Deposits: A non-refundable deposit or authentication may be required for parties of 6 or more at the time of booking unless the reservation is for a Christmas booking, private space, weekends or special occasion, when any party size can be asked for a deposit.

If the reservation is cancelled, and more than 24 hours' notice is provided, we may hold your deposit for a three month period, whereby you can re-book your experience/meal with us.

If the reservation is cancelled in less than 24 hours then the deposit will be forfeited. In the event a deposit refund is approved, please allow 10 working days to receive the amount back.

Deposit payments can be made in cash, credit or debit card and is taken in pound sterling. If you have any queries please contact us.

GIFT CARD TERMS

Marjoram Trading Limited reserves the right to amend these terms and conditions at any time or withdraw the card on reasonable notice. Your statutory rights are not affected.

Gift card refund policy:

Payment for gift cards can be made online or in one of our Marjoram Trading Limited venues using cash, credit or debit card and is taken in pound sterling.

We do not offer refunds on gift cards unless they are faulty or damaged; to return a faulty or damaged gift card, please contact the venue directly

MARJORAM TRADING LOYALTY SCHEME

- Loyalty Scheme rewards loyalty by giving credit each time you make a purchase at any Marjoram Trading venue
 - This credit expires after 12 months from point of earning
 - Credit can be redeemed as a 'balance' against food and drink purchases
- Please contact the venue directly regarding any any enquiries about the Loyalty Scheme

OFFERS

All offers are subject to availability and may be withdrawn at any time. Please check with the venue on arrival regarding specific offers and promotions. Offers may be venue-specific, only available at selected venues or only available on selected days.

ONLINE ORDERING

You may order Products online directly from us via the venue's Website if you wish to collect your Products in-house ("Collection Orders") or for home delivery by us ("Delivery Orders") depending on which venue & time you choose.

You may also order Products by phone for collection at the venue. In this case, please call the relevant restaurant telephone number and follow the instructions of the operator. You will be required to pay for such order when you collect your Products from the relevant restaurant.

You must be at least 18 years old to place an order online or via the telephone.

When submitting a Collection Order or a Delivery Order via the Website you should check all the information that you enter and correct any errors before submitting your Order, as once your Order is submitted, we will begin processing it immediately and you may not be able to correct any errors.

Your Order constitutes an offer to us. We will confirm our acceptance of your Order by sending you an email. These Terms and the Order will become legally binding on you and us when we send you the Confirmation Email and each Order shall incorporate these Terms and shall be a new and separate contract between you and us. The contract shall be in the English language. We will not file a copy of the contract.

Collection

3.1 Your collection time will be set out during the Order process.

3.2 If you do not collect your Order within thirty (30) minutes of your collection time, your Products will be disposed of and you will not receive a refund.

Delivery

Please note that all delivery times are estimates and the actual delivery time may vary from this estimate. You should also be aware that if you request and we agree to change your delivery address following submission of an Order this may lead to a significant delay in your delivery time.

If, during delivery of an Order, you fail to take delivery of the Products within five (5) minutes of our delivery driver's arrival (other than due to our material breach of these Terms): the delivery shall be aborted; and you will not receive a refund for your Order.

You shall be responsible for providing us with your up-to-date contact details in your Account and/or Order.

Payment

The prices for the Products and (if applicable) for delivery and service are set out on the Order Website and are inclusive of VAT. Please note that the minimum spend per order is £15 for Delivery, there is no minimum spend for Collection.

If your payment is not authorised, your Order will not be sent through to the restaurant or fulfilled.

WEBSITE DISCLAIMER

The information contained in this website is for general information purposes only.

The information is provided by Marjoram Trading and while we endeavour to keep the information up to date and correct, we make no representations or warranties of any kind, express or implied, about the completeness, accuracy, reliability, suitability or availability with respect to the website or the information, products, services, or related graphics contained on the website for any purpose. Any reliance you place on such information is therefore strictly at your own risk.

In no event will we be liable for any loss or damage including without limitation, indirect or consequential loss or damage, or any loss or damage whatsoever arising from loss of data or profits arising out of, or in connection with, the use of this website.

Every effort is made to keep the website up and running smoothly. However, Marjoram Trading takes no responsibility for, and will not be liable for, the website being temporarily unavailable due to technical issues beyond our control.