

Twenty1 Booking Policy

We know that sometimes your hair just won't sit right... it happens to the best of us, so we have a 15 minute grace period for arrivals but please call us if you are running later than 15 minutes.

Please ensure the contact information you enter is correct as we may need to contact you regarding your booking with us.

You will have your table for 2 hours from your booking time., if you want to arrive early or stay later so you can enjoy even more of our great cocktails you are more than welcome to do so in our Naughty Corner bar.

We require card details to secure your booking, all card information is held and processed securely. Your card will NOT be charged when you make your booking, it will only be charged in the following circumstances:

1. No-shows: if you are no longer require your booking with us, please ensure this is cancelled either by using the cancellation link in your booking confirmation email or alternatively contacting us directly. We will charge £10 per guest.
2. We appreciate a minimum of 24 hours' notice for cancellations. Cancellation made past this time may be subject to a charge pf £10 per guest.
3. Reduction in party numbers without informing us in advance. We appreciate at least 24 hours' notice if your party size reduces in numbers, if you do not inform us in advance then the card held will be charged £10 for each missing guest.

We understand that things happen and you can't always foresee these 24 hours in advance (we don't all own crystal balls do we!?), but we appreciate any advance notice that you can provide to us when changes to your booking need to be made, if we can resell your places/table then no charges will be made on your card.

We look forward to seeing you soon, love Twenty1 xx