



TERMS & CONDITIONS

Thank you for your interest in Mackintosh at the Willow. We are delighted you are considering joining us for your event. Please see below for full information regarding your booking.

All parties, unless agreed in advance will have a maximum dining time of two hours & are required to pre-order in advance, so as to facilitate an efficient service. Due to the large number of reservations, pre-orders may not be changed thereafter unless there is to be an addition or a reduction in the size of the party. We require pre orders for groups 20 and above. Please make sure you make us aware of any specific dietary requirements and allergens in advance, so we can adequately cater for them. Final pre-orders for all parties must be received one week prior to your booking.

DEPOSIT

A non-refundable, non-transferable 20% deposit is required to confirm all reservations. All reservations will remain provisional until this deposit has been received. We are happy to discuss, the transferability of deposits, if your visit is postponed or cancelled as a direct impact of Covid-19.

LARGE PARTIES

Parties of 20 or more may be split up onto smaller tables of around 10, all of which will be set next to each other to assist serving and guest interaction.

A discretionary 10% service charge will be automatically added to the final bill for parties of 20 or more and private events.

For travel trade, tour guides go free for groups of 10 and over.

DRINKS PACKAGES

Drinks and bottles of wine can be pre-ordered or arranged to be on the table on arrival. Please specify if you would like this to be organised for your party.

If dining in the Salon de Luxe red wine will not be served here unless pre-authorized. Please note that no external food or beverage is allowed in the building.



TERMS & CONDITIONS CONTINUED

CANCELLATIONS

Should you wish to cancel your reservation, or decrease in numbers, please call to inform the restaurant as soon as possible.

Cancellations or a decrease in numbers made with less than 48 hours notice will be charged in full.

The deposit is non-refundable and non-transferable and cancellations made after the deposit has been paid, will lose this deposit.

The venue reserves the right to charge additional room hire per person should the number of guests drop below the number initially agreed upon when quoted.

For all cancellations made on the day, full payment of the quoted bill will be required.

TOURS

Please note if wishing to book a tour they are limited to selected time slots and areas of the building. This must be organised in advance. Should you have any queries, please do not hesitate to contact us on 0141 204 1903 or bookings@mackintoshatthewillow.com.

MINIMUM SPEND

Minimum spend for private hire and events of any party size at the Rooftop Terrace is £1,000.00. This pricing is none negotiable.

DAMAGES

Any damages incurred during the duration of the event will be charged to the customer in full.

PAYMENT TERMS

We accept payment by all major cards (credit and debit), bacs and cash. As a general rule we do not accept cheques unless a previous arrangement has been made. For all meeting bookings and events of 50 and above, you will receive a contract from our events team which should be agreed upon and signed and returned. Our payment terms are 30 days NET.