

Terms and Conditions

Restaurant Booking, Cancellation and Refund Policy

Restaurant Booking Policy

The Parvin Indian Restaurant is open on evenings between 5pm and 11pm Monday to Saturday. 3pm til 10pm on Sundays.

We can seat up to 90 guests during service. We do ask that once you have secured a reservation at a particular time that you adhere to that time.

Last Orders For siting-in - Monday to Saturday 10:30pm Sundays 9:30pm

We strongly recommended that groups reserve a table in advance by contacting the team directly.

Tel: 01904 758864/758865

Email: Parvin2010@hotmail.co.uk

If a reservation is made then the table is yours for the whole of service and we do not normally ask you to vacate a table. However, should you arrive more than 45 minutes after your booking timewithout forewarning, then you may lose your table to another group.

We would respectfully ask that you are ready to be seated at the time of your reservation. Should you arrive after your booking time, we may need to hold you back to a later time to ensure the best possible level of service to all our guests.

It is essential that we are notified of any specific dietary requirements prior to your visit to ensure that we can cater for you appropriately. If you have not informed us at the point of booking, please contact the restaurant to discuss your requirements with a member of our team.

Tables are allocated on the day by the restaurant team and although we will do everything we can to allocate a table in your preferred area of the dining room, we cannot always guarantee this.

Cancellation Policy

The restaurant's continued viability relies on reservations being honoured by our customers, and adequate notice being given of any changes or cancellations.

Accordingly, the following applies:

1. We reserve the right to cancel a booking, but this of course will be without any liability to you. We have, at any time for any reason without prior notification to you, the right to terminate or restrict, suspend or terminate your access to any or all of the System if we believe that you are misusing the System or if you are in breach of these User Terms.
2. For all bookings, you must notify us of a cancellation or any changes to the number of guests at least 24 hours prior to your booking.

Refund Terms

Any refunds are at the sole discretion of management. Refunds will not be given for mistakes on your part when ordering or if you choose to change your mind. If you believe you are entitled to a refund please contact the Restaurant on 01904 758864/758865 and make a complaint, this is applicable for both cash and card orders. Making a complaint does not guarantee a refund. Management will investigate the situation and if in agreement will refund the order amount back to the card used to make payment within 14 days of receiving the complaint.