



Breakwater Bistro – Refunds & Cancellations Policy

Breakwater Bistro is operated by Mayford Hospitality Ltd (Company No. 1627515), VAT No. 488958109, registered at Berry Head Rd, Brixham TQ5 9AF, United Kingdom.

We want all our guests to enjoy the best possible experience with us. This policy outlines how cancellations, deposits, and refunds are managed in relation to bookings, events, and purchases at Breakwater Bistro.

1. Restaurant Reservations

Standard Bookings

We kindly ask that you provide at least 24 hours' notice if you need to cancel or amend your reservation.

Late Cancellations / No-Shows

If you fail to attend your booking without notice, we reserve the right to charge a cancellation fee, particularly where a deposit has been taken.

Deposits for Large Groups

For reservations of 8 guests or more, a deposit may be required to secure the booking. Deposits are non-refundable if cancellation occurs within ****48 hours**** of the booking.

2. Events & Private Hire

- For ticketed events, private dining, or special occasions, deposits and pre-payments are usually required.
- Cancellations made more than 7 days before the event will receive a full refund.
- Cancellations made within 7 days of the event may forfeit some or all of the pre-payment, depending on notice given and costs already incurred.

3. Gift Vouchers & Prepaid Offers

- Gift vouchers and prepaid dining offers are ****non-refundable**** and must be used within the validity period stated at the time of purchase.
 - Vouchers cannot be exchanged for cash and are non-transferable.
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4. Refunds for Food & Drink Purchases

- If you are unhappy with your meal or drinks, please notify a member of staff immediately so we can resolve the issue on the spot.
- Refunds will only be issued where goods are faulty, not as described, or fail to meet reasonable quality standards.
- Refunds are at the discretion of management and will normally be made via the original method of payment.

5. How Refunds Are Processed

- Where a refund is approved, we will process it to the original payment method within 7–10 working days.
- Refund times may vary depending on your bank or payment provider.

6. Contact Us

If you have any questions about this Refunds & Cancellations Policy, please contact us:

Breakwater Bistro – Mayford Hospitality Ltd

Berry Head Rd, Brixham TQ5 9AF, United Kingdom

Email: info@breakwaterbistro.co.uk

Phone: 01803 856738

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