

Restaurant Booking and Cancellation Policy



Restaurant Booking Policy

The Beehive Restaurant at Oddfellows Hall is open for breakfast 8am to 11.30am, and lunch from between 12pm and 2pm, Monday to Friday. We can seat up to 120 guests during service but we are only able to accommodate so many guests within each half hour period in order to ensure that you receive the best level of service from us, and we do ask that once you have secured a reservation at a particular time that you adhere to that time slot.

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

Tel: 0161 275 6301 (Select Option 7)

Email: beehive@manchester.ac.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 30 minutes after your booking time without 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 on the day. 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.

Payment Information

1. Any bookings paying on a University account must provide the correct account code at the time of booking or in advance of coming to the restaurant.
2. For all charges to university accounts, an expenses form must be completed and signed at the time of the booking, and will subsequently be recharged to the activity code via journal on or around the end of each month.
3. We trust that the correct account code is provided for the booking and that the budget holder is aware of the costs associated with the booking. We accept no responsibility for charges against the wrong cost code which has been provided, or unauthorised spends that may have been incurred but which haven't been given prior approval.
4. Failure to provide an activity code in advance or at the time of the booking will result in an alternative method of payment being required. Our team can provide a full receipt in order to claim back any expenses incurred.
5. Our restaurant is cashless, along with most eateries on campus. We accept all methods of cashless payment, including American Express, ApplePay and GooglePay.
6. For all bookings, failure to notify us of a cancellation or any change to the number of guests at least 24 hours prior to your booking, we reserve the right to charge a cancellation fee of £15 per person.

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 charge a cancellation fee for any booking that is cancelled, or if numbers are reduced without prior notice.
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.
3. The Beehive Restaurant reserves the right to charge a cancellation fee of £15 per person for any bookings changed or cancelled within this 24 hour notice period.
4. The cancellation fee reflects the cost incurred by The Beehive Restaurant in terms of staffing, food, and any lost revenue as a result of turning away other potential bookings that might have been able to be accommodated.
5. We will notify you if any cancellation fee is applied.
6. Any bookings which fail to turn up without any prior notice, will also incur a £15 per person fee.

Large Groups

The restaurant is ideal for larger bookings such as seminars, workshops, visiting groups and team or colleague lunches, and we'd love to welcome the group to the restaurant.

In order to speed up service for your group and our team, we ask that where possible, a pre-order is provided for all groups over 8 guests, and that this is provided in advance of your booking – as a minimum, the day (24 hours) before.

For large group bookings (6 guests or over), please discuss with our team at beehive@manchester.ac.uk