



# ROYAL OPERA HOUSE

## BARS ORDER FORM 10 SEPTEMBER – 17 OCTOBER

All restaurant and bar reservations are managed by the Royal Opera House Restaurant Reservations Team. Contact details are at the foot of this page. Please make your restaurant reservation before submitting an order form; this can be done as soon as you have booked your tickets. Once you have made your restaurant or bar reservation you will be given a reference number.

All reservations are deemed provisional until we are in receipt of your order and payment details. Please fill in the relevant details and submit your form at least three working days in advance of your reservation. Forty eight hours notice cancellation is required; please see Terms and Conditions for details. A 12.5% discretionary service charge will be added to the bill for groups of ten or more.

Date of performance

Name

Number Attending

Reference

Company

Address

Phone

Email

Credit Card Number

Expiry

Security Code

Special Requirements

Please indicate numbers required and when each course is to be served.

Please note; not all performances have two intervals.

Wines

Bin	Quantity	Pre	1 <sup>st</sup>	2 <sup>nd</sup>

Platters	Pre	1 <sup>st</sup>	2 <sup>nd</sup>
Canapé platter £12.00			
Vegetarian platter (v) - spiced, pickled quails' eggs, marinated artichokes, feta with mint and lemon, cheese straws £9.50			
Potter fish platter - potted creamed smoked cods roe, potted salmon, potted shrimps, served with toasted sourdough £15.00			
Charcuterie platter - sliced Bayonne ham, ventrèche de Noir de Bigorre, saucisson, chorizo, celeriac remoulade and cornichons £14.00			
Cheese platter (v) (n) - selection of La Fromagerie cheese with grapes, walnuts and quince with oatcakes £14.00			
Smoked salmon - Scottish smoked salmon, cucumber, capers and crème fraîche £15.00			

Salads	Pre	1 <sup>st</sup>	2 <sup>nd</sup>
Tuna Niçoise salad £16.00			
Grilled free range chicken French mean and artichoke salad £15.00			
Roast beetroot, rocket and goats' cheese salad, walnut and herb vinaigrette (v) (n) £14.50			

Sandwiches	Pre	1 <sup>st</sup>	2 <sup>nd</sup>
Vegetarian sandwiches - free range egg and baby watercress; pepper, mascarpone and black olive; goats' cheese, celery and walnut £9.50			
Smoked salmon: two rounds of smoked salmon, cucumber salad £11.50			
Roast beef, watercress, horseradish – single round £5.00			
House open sandwiches Salt beef, beetroot and horseradish; cherry tomato, basil and bocconcini; smoked salmon with dill and lemon crème fraîche; smoked duck, watercress and orange; cream cheese, rocket and radish; goats' cheese and artichoke £15.50			

Desserts	Pre	1 <sup>st</sup>	2 <sup>nd</sup>
Fruit platter £6.50			
Chocolate pave £6.50			
Cassonade - Spiced bread and pear custard £6.50			

# GENERAL TERMS AND CONDITIONS

The Royal Opera House usually opens one and a half hours before the curtain rises. All restaurants and bars open at this time and close at the end of the last interval.

## The Recommended Dining Time

The recommended dining time for the restaurants is first and main course pre-performance, with dessert and coffee taken at the interval. Most intervals are no more than 25 minutes long. Not all performances have two intervals. If you would like more information on performance timings, please contact the Box Office. The Royal Opera House Restaurant Reservations Team receive the timings approximately one week prior to the first performance. Please note that there is not enough time to serve more than one course per interval.

For security reasons, please use the Royal Opera House Cloakroom for checking in coats and bags as they cannot be left in the restaurant or bar areas.

## Submission of Pre-Orders and Cancellation

### Amphitheatre Restaurant

Ordering is done on the evening. For some longer performances you may be contacted to pre-order in advance due to the performance timings. Restaurant meals are billed at your table. Cancellations must be made by Royal Opera House opening time on the day of your reservation (1.5 hours before curtain up) or a fee of £30.00 per person will be charged. If you have chosen to pre-order, we require you to cancel before midday on the day of the performance or the price of the meal will be charged. Please contact us by telephone, fax or email. For Saturday evening and Sunday performances, notice of cancellation is needed by 4pm on Saturday. Group reservations (six people or more) terms and conditions are in a separate paragraph below.

### Balconies Restaurant and Crush Room

Balconies Restaurant pre-orders must be received three working days before your reservation. A minimum two course meal per person must be pre-ordered. Restaurant meals are billed at your table.

Crush Room pre-orders must be received three working days before your reservation. A minimum spend per person of £15.00 applies. This must contain Crush Room menu food items, but may also include drinks.

Making a booking infers your acceptance of the following policy: If you are forced to cancel, please give us two working days notice, otherwise the price of the meal and wine (or a fee of £30.00 per person) whichever is the greater, will be charged. Group reservations terms and conditions are in a separate paragraph below.

### Paul Hamlyn Hall Bar | Amphitheatre Bar

If you wish to place a bar pre-order we require at least one food dish from the Bars menu to be included in that order. Drinks only orders can be placed at the bar on the day/ evening from House opening time.

Please be aware that the bars do not offer table service, your order will be placed on a table.

For evening performances - cancellations must be made by midday on the day of your reservation otherwise the price of the food and drink will be charged. If we have not received your order by midday on the day of the performance, your reservation will automatically be cancelled and a fee of £15 per person is levied. Any online deposits will not be refunded. The latest time for placing bar pre-orders is midday on the day of the performance, depending on availability.

For matinee performances - cancellations must be made at least one working day before your reservation. Orders must be received by 6pm on the previous working day, or the reservation will automatically be cancelled. Any online deposits will not be refunded. The latest time for placing bar pre-orders is 6pm on the previous working day of the performance, depending on availability.

We will do our utmost to contact you if we have not received your pre-order. The Royal Opera House Restaurant Reservations Team cannot accept responsibility for bookings cancelled or subject to error if these notice periods are not observed. Late bookings may be accepted at our discretion. Returning your tickets will not automatically cancel your dinner reservation.

## Group Bookings – Matinee and evening reservations

For parties of ten and over a 12.5% service charge will be added to the total bill.

For parties between six and eleven in numbers, credit card details must be given on making the reservation. Normal cancellation terms and conditions apply.

For parties of twelve and over in numbers, credit card details must be given on making the reservation. Pre-ordering of food and drink is required (including Amphitheatre Restaurant reservations). The Balconies Restaurant, Amphitheatre Restaurant and Crush room require a 90% deposit 14 days prior to your reservation.

Notice of cancellation is required at least three working days prior.

For Bars reservations normal terms and conditions apply.

## Online Deposits

A deposit of up to £30 per person will be charged to your credit/debit card upon completion of the online transaction. The deposit will be subtracted from the final bill on the evening. If cancellation periods are observed, the deposit paid will be refunded to your card. This may take up to five working days.

### Amphitheatre Bar | Paul Hamlyn Hall Bar

Credit card details need to be provided to The Royal Opera House Restaurant Reservations Team when pre-ordering as Bar pre-orders will be charged before your arrival at the House.

### Crush Room

Credit card details need to be provided to the Restaurant Reservations office when pre-ordering as these details may be used for payment.

## In General

Payment: Payment for pre-orders may be made by guaranteed credit or some debit cards. Details must be given on making a reservation (Amphitheatre Restaurant) or when pre-ordering, however, no charge will be made until the day of your visit. We are pleased to accept payment on account by authorised users. Prices may be subject to change. Maestro/Switch/Diners Club/Solo cannot be accepted to guarantee your reservation or for Bars or Crush Room pre-payment.

**Please note: All restaurants and bars are now operating with Chip and Pin Machines in the Royal Opera House. All guests will be required to supply a credit card with a chip and will be asked to enter their pin when settling their bill. Patrons of Covent Garden who have a credit account with the Royal Opera House will of course be invoiced once a month as standard and do not have to present a credit card.**

Special requests: Table position requests are taken but not guaranteed. Please detail any special food/drink requests on your booking form, giving as much notice as possible. Gluten-free and vegan dishes are available, subject to pre-ordering. At least two working days notice is required. Please contact The Royal Opera House Restaurant Reservations Team for further information.

GM foods: Some products sold in this establishment may contain ingredients produced from genetically modified soya/maize. Please ask staff for further details.

Unpasteurised produce is used. Please ask for details.

Nuts: All of our products may contain traces of nuts. If you require a nut-free menu, please ask The Royal Opera House Restaurant Reservations Team.

Visitors with disabilities: All facilities at the Royal Opera House are fully accessible to visitors with disabilities.

Data protection: Your details will be held on our computers to facilitate your future transactions and so that we can send you information on our menus and promotions, and occasionally conduct market research. If you do not wish us to use your details, please inform the Restaurant Reservations Office.

Service: Service charge is discretionary. For parties of ten and over a 12.5% service charge will be added to the total bill.

The Royal Opera House Restaurant Reservations Team office hours of business: Monday to Friday 9.30am – 6.30pm, Saturdays and Bank Holidays 10am – 1pm then 2pm – 4pm. These times are subject to change.

Public Restaurant Partner Limited (Company of Cooks) trading as Royal Opera House Restaurants.