THE LOUNGE
Relax & Unwind
QUEENSWAY QUAY, GIBRALTAR
WWW.THELOUNGE.GI

Reservations Policy

The Lounge Gastro Bar – Gibraltar
Applies to all bookings from 1st January 2026

Part I – Reservation Deposit Terms

1. Deposit Requirement

A £10 deposit per person is required to confirm all bookings. Reservations are not confirmed until payment has been received in full. Deposits may be paid via SumUp secure payment link, card terminal at the premises, cash at the premises, or approved bank transfer. The deposit secures your table for the agreed date and time only.

2. Strictly Non-Refundable

All deposits are strictly non-refundable except where expressly stated within this Policy.

3. Deduction from Final Bill

The £10 per person deposit will be deducted from the final bill on the day of attendance. Deposits apply only to guests who attend. Deposits for non-attending guests will be forfeited.

4. Reduction in Guest Numbers

Reductions in guest numbers must be notified no less than 7 days prior to the reservation date and may not exceed 10% of the original confirmed booking number. Reductions exceeding 10%, or reductions made within 7 days of the reservation date, will result in forfeiture of the relevant deposits.

5. Late Arrival & No-Shows

Tables are held for 15 minutes from the reservation time. Failure to arrive within this period without prior notice may result in the table being released and the deposit forfeited.

6. Payment Methods & Chargebacks

Deposits paid via SumUp, card terminal, cash at the premises, or bank transfer are processed as confirmation of a reservation service. By making payment through any accepted method, you authorise The Lounge Gastro Bar to retain the deposit in accordance with this Policy. Chargebacks or disputes raised contrary to these agreed terms may be formally challenged.

7. Cancellation by The Lounge Gastro Bar

In the unlikely event that we must cancel a reservation due to unforeseen circumstances, any deposit paid will be fully refunded.

THE LOUNGE
Relax & Unwind
QUEENSWAY QUAY, GIBRALTAR
WWW.THELOUNGE.GI

Part II – Cancellation Policy

1. Guest Cancellations

If a reservation is cancelled by the guest for any reason, the deposit will be forfeited. This policy applies regardless of the amount of notice provided.

2. Reduction in Guest Numbers

Reductions in guest numbers must be notified no less than 7 days prior to the reservation date and may not exceed 10% of the original confirmed booking number. Reductions exceeding 10%, or reductions made within 7 days of the reservation date, will result in forfeiture of the relevant deposits.

3. No-Shows & Late Arrivals

Failure to attend the reservation or arrival more than 15 minutes after the scheduled time without prior notice may result in the table being released. In such cases, deposits will be forfeited.

4. Amendments & Rescheduling

Requests to amend or reschedule bookings are subject to availability and management discretion. Deposits remain non-refundable and may not be transferred to alternative dates unless expressly agreed in writing by management.

5. Cancellation by The Lounge Gastro Bar

In the unlikely event that The Lounge Gastro Bar is required to cancel a reservation due to unforeseen circumstances, any deposit paid will be refunded in full using the original payment method wherever possible.

6. Acceptance of Policy

Payment of a reservation deposit by any accepted payment method constitutes full acceptance of this Reservations Policy.