

BOOKING POLICY

You know our Mammams, “aggiungi un posto a tavola” (add another place to your table) is their motto!

They'd do anything to feed hungry Londoners just in exchange of a smile but, on the other hand, the Mammams wanted to set some rules so that all our guests can have an enjoyable experience!

We always keep some table available for walk ins so if you find a little bit of queue, don't worry, we'll do our best to accommodate you on a first come first served basis. However sometimes, especially during the weekends and bank holidays, we could be extremely busy and we do apologize in advance if we cannot guarantee a table.

RESERVATIONS ACCEPTED FROM 4 PEOPLE AND NO SHOW FEE

Bookings accepted from 4 people. Table for 2 are walk in only. If you book for 4 people and one guest doesn't show up, you might be asked to wait at the bar until the first available table for 2 is ready.

In case we can accept your booking, you will be required to enter your card details to secure your reservation or your booking will be automatically deleted by our system. However, please be aware **that if you fail to cancel your booking by email or inform us about the decreased party size 24 hours prior to the reservation, we reserve the right to charge £ 20 per person for “no show”**. Please note that cancellation and amendments have to be sent by email at reservations@lamiamamma.co.uk prior the reservation time.

GROUPS OF 8+ AND NO SHOW FEE

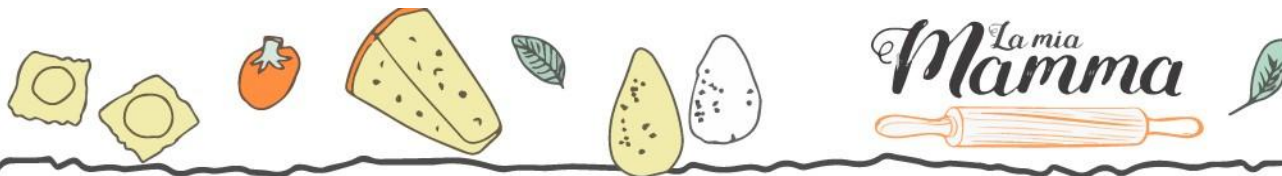
Groups bigger than 8 people need to fill the form in the “reservation section”, we will aim to deal with your request within 48 hours, alternatively you can send a booking enquiry at reservations@lamiamamma.co.uk

If you fail to cancel your booking by email or inform us about the decreased party size 24 hours prior to the reservation, we reserve the right to charge £ 20 per person for “no show”. Please note that cancellation and amendments have to be sent by email at reservations@lamiamamma.co.uk 24h prior the reservation time.

We kindly ask groups to inform us about your menu preference, you can check our groups menu options by clicking the link you'll receive in your confirmation email. Please get back to us by email reservations@lamiamamma.co.uk or by telephone at 020 7351 2417 to confirm which menu your group will opt for.

LESS NUMBER OF PEOPLE/ NO SHOW

Please note that our restaurant is quite small so we hope you can understand that every no show or late show can affect other bookings and the strategic configuration of the tables.



If your table shows up with less guests than the booked number of people, we might ask you to wait at the bar until we can allocate you the first available table which meets the real number of people. **If you fail to cancel your booking by email or inform us about the decreased party size 24 hours prior to the reservation, we reserve the right to charge £ 20 per person for "no show".** Please note that cancellation and amendments have to be sent by email at reservations@lamiamamma.co.uk 24h prior the reservation time.

LATE SHOW

Tables can only be held for up to 15 minutes from the time of your booking and will be released when this time has expired. If you are a large group, we suggest that all the guests arrive at least 5 min before your reservation time. **Failure to meet the reserved time will result in the right to treat this as a no show and charge £ 20 per person.**

When the restaurant is busy, management reserve the right to seat you once the majority of your guests have arrived to minimize the risk of your party not being able to finish your meal within the allotted time. The manager cannot extend the time allocation during busy periods.

BOOKING BY PHONE or SAME DAY BOOKING

For same day bookings you can call us on 020 7351 2417 but please bear in mind that our lines are open from 4 pm and we cannot guarantee you can get through immediately during busy moments.

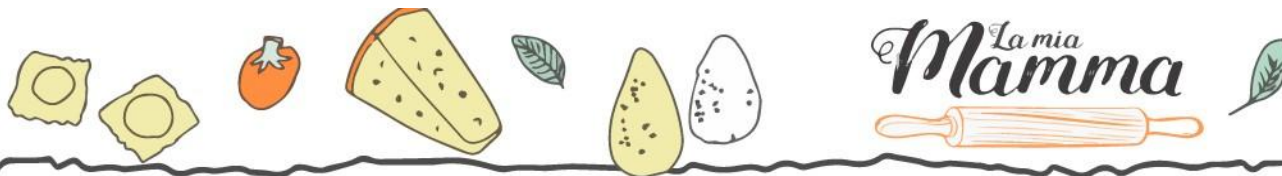
For any other booking, please use the form on our website in the reservation page or send us an email at reservations@lamiamamma.co.uk

DRINKING ONLY

All guests must order food, if you wish to drink only, we have a separate area at the bar.

CORKAGE CHARGE and OWN FOOD

A £10 corkage charge per still wine bottle and £15 for sparkling is applied if you would like to bring your own wine. Please note that no food except of those supplied by La mia Mamma may be consumed within the premises. If you are having a party at La Mia Mamma and would like to bring your own cake, please inform our team at the time of booking or by email at reservations@lamiamamma.co.uk so that the manager can be informed and confirm this is acceptable.



TIMINGS

Your time begins from the agreed reservation time and is regardless of the time of arrival. We operate a maximum 90 min seating policy for tables of 3 - 6, 120 min for tables of 6 – 10 and 180 min for tables of 11 or more. During our busy sessions (Friday, Saturday, Bank Holidays and special occasion such as Christmas, Valentine's Day, Mother's and Father's day) this may be reduced at our manager's discretion.

CANCELLATION AND REFUNDS

If you wish to cancel your booking, please click on "cancel my booking" in your confirmation email or email us at reservations@lamiamamma.co.uk with a 24 hours notice prior your reservation. **If you fail to cancel your booking by email 24 hours prior to the reservation, we reserve the right to charge £ 20 per person for "no show". Please note that cancellation and amendments have to be sent by email at reservations@lamiamamma.co.uk 24h prior the reservation time.**

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 the premise if you are in breach of these user terms.

FOR FURTHER INFORMATION, PLEASE GET IN TOUCH WITH US AT:

For general enquiries and information: reservations@lamiamamma.co.uk

For same days booking only: 020 7351 2417 (line open from 4 pm)