

Hall & Woodhouse Order & Pay Solution – Terms and Conditions of Use

Welcome to Hall & Woodhouse's order and pay solution (the App), which allows you to order your food and drinks from the comfort of your table. By placing an order, you confirm and agree as follows:-

1. You, and any members of your party intending to consume age restricted products, are over the age of 18 and able to provide valid ID on request.
2. You have a valid method of payment compatible with the App, and will make full payment as prompted by the App.
3. While we will try to make the App available for your convenience, there may be occasions when it is not available. We will not be liable for any lack of availability or malfunction of the App, or for any losses you may incur through your use of, or inability to use, the App. We also reserve the right to refuse use of the App, for example where we suspect fraud, and may withdraw its availability at any time.
4. Your data will be handled in accordance with our privacy policy <https://www.hall-woodhouse-privacy.co.uk/> as follows:- your data will be stored and used in order to process your order, including payment, as set out in paragraph 5 below, and, where applicable, to comply with government recommendations on data retention for purposes of track and trace. You may choose to opt in to receive offers and updates.
5. Payment processing services are provided by Braintree, a division of Paypal (Europe) S.a.r.l. etc Cie, SCA, whose servers are located within the United States. Braintree will use your card details solely for the purpose of administering payment, verification of transactions, refunds and ease of use in future transactions using the service. Your email address will be provided to Omnifi Limited for the purposes of providing you with an electronic receipt.
6. The General Manager has discretion to refuse service to any individual or make any other decision which is aimed at promoting or adhering to licensing objectives or company policies, to include the safety and security of team and guests.
7. All products and offers are subject to availability. Where an item is out of stock, you will be offered an alternative or a refund at our discretion.
8. In the event that you experience issues with the App, please bring these to a team member's attention as soon as possible in order that they can be resolved. We regret that we will not usually be able to amend or cancel orders when processed.
9. Where offered, refunds will be processed through the Pub's till and may take 48 hours to appear in your account.