



Guest and Booking Policies

Terms and Conditions



Introduction

Welcome to Nōshi.

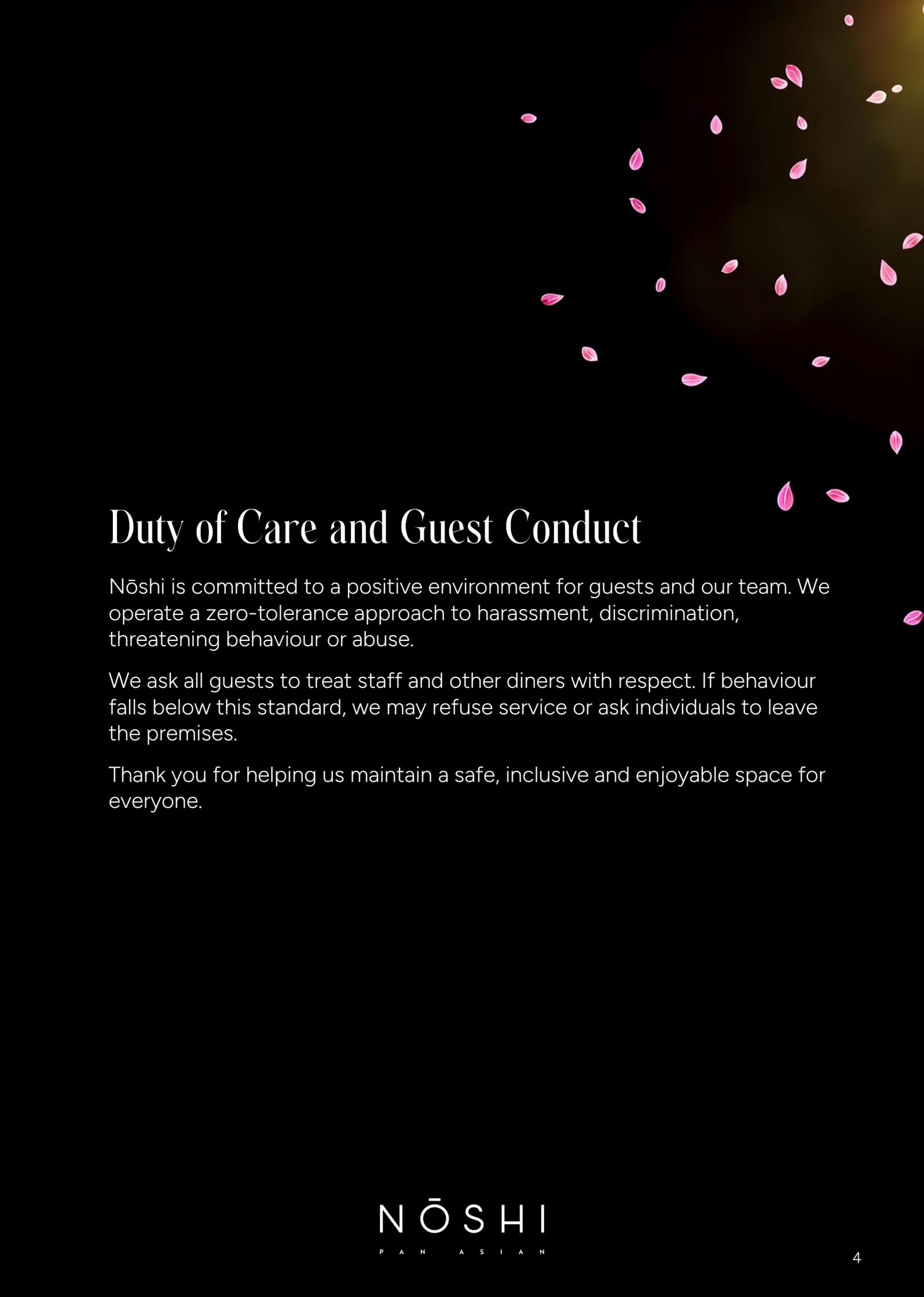
These guest policies are here to keep every visit seamless, fair and enjoyable—from booking through to your final course. They set out a few practical details around reservations, arrivals and dining so we can look after every table properly.

If you have any questions before you visit, please contact the restaurant team and we will be happy to help.

For more information, visit www.noshirestaurants.co.uk or email nottingham@noshirestaurants.co.uk.

Contents

Duty of Care and Guest Conduct	4
Allergens and Dietary Requirements	5
Accessibility	6
Bookings for Food and Bar Walk-ins	7
Booking Confirmation	8
Requested Bookings and Waitlist Requests	9
Cancellations and No-Shows	10
Party Size, Amendments and No-Shows	11
Late Arrivals	12
Minimum Spend Commitment	13
Group Dining	14
Dress Code	15
Outside Food and Celebration Cakes	16
Decorations and Balloons	17
Animals	18
Children and Young People	19
Photography and Filming	20
Cloakroom	21
Noise and Neighbours	22

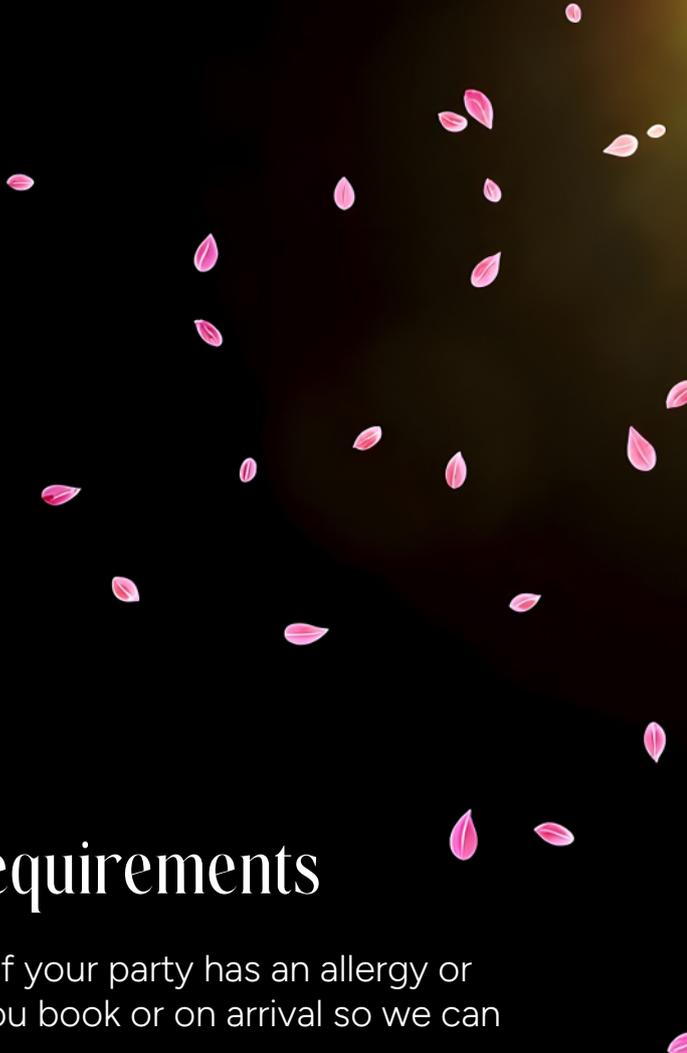


Duty of Care and Guest Conduct

Nōshi is committed to a positive environment for guests and our team. We operate a zero-tolerance approach to harassment, discrimination, threatening behaviour or abuse.

We ask all guests to treat staff and other diners with respect. If behaviour falls below this standard, we may refuse service or ask individuals to leave the premises.

Thank you for helping us maintain a safe, inclusive and enjoyable space for everyone.



Allergens and Dietary Requirements

Your safety is our priority. If any member of your party has an allergy or dietary requirement, please tell us when you book or on arrival so we can support you.

Information on the 14 legal allergens is available on request. While we take great care, our kitchen handles multiple ingredients and we cannot guarantee that any dish will be completely free from traces of allergens.

For accuracy, we can only provide allergen guidance in the restaurant on the day of your visit. Please speak to your server and a manager will support where needed.

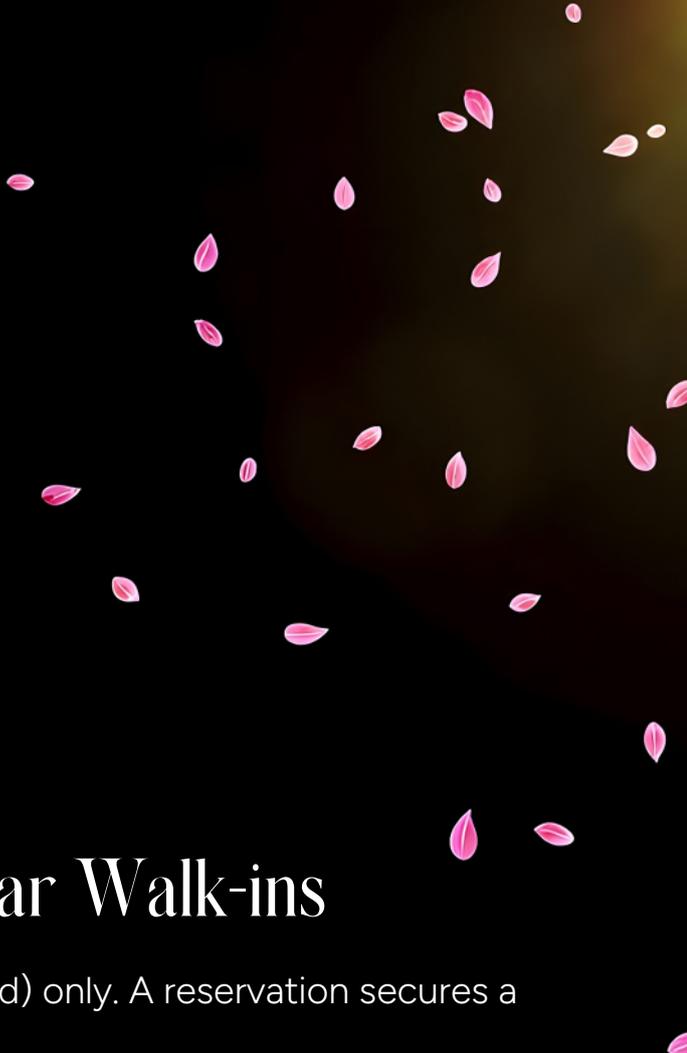


Accessibility

We want every guest to feel comfortable at Nōshi. Our main restaurant has first-floor seating and is accessible via the lift located at reception.

To help us allocate the most suitable table, please let us know about any accessibility requirements when booking (add a note to your reservation) or by calling the team in advance.

Please note: there is a small, shallow step at the main entrance. Step-free access is available via an alternative route—please contact the team and we will guide you.



Bookings for Food and Bar Walk-ins

Nōshi accepts reservations for dining (food) only. A reservation secures a table within our main restaurant.

Our bar operates on a walk-in basis, first come, first served, including bar seating. All tables booked in the main restaurant are required to order food, not drinks only.

If a table is not ordering food, management may ask the party to vacate the table (and, where appropriate, the restaurant) to ensure tables are available for dining guests.



Booking Confirmation

To ensure we can welcome every guest smoothly, we may ask you to confirm your reservation in advance: You will receive an email confirmation when your booking is made. Within 24 to 48 hours of your reservation, we may send a reminder asking you to confirm your table.

If you have opted in to SMS updates, you may also receive a text on the morning of your booking asking you to reply to confirm. If we cannot reach you via email or SMS, a team member may call to confirm your reservation.

If we are unable to obtain confirmation after these attempts, we may need to release the table on the day to accommodate other guests. If you do not attend your reservation, a no-show fee will still apply in line with the policy below.



Requested Bookings and Waitlist Requests

Requests If you submit a requested booking, this is a waitlist request and not a confirmed reservation. We will keep your details on file for the date and time you selected.

If a suitable table becomes available, we will contact you by email or phone to offer the reservation. Where possible, we aim to contact you at least 12 hours before the requested time.

Availability can change quickly, so please ensure your contact details are correct and that you can respond on the day. All waitlist requests are subject to availability and we cannot guarantee that a table will become free.



Cancellations and No-Shows

At Nōshi, we take pride in curating a seamless dining experience for every guest. If you need to modify or cancel your reservation, please use the links provided in your booking confirmation email.

Standard bookings: cancellations must be made at least 24 hours in advance to help us manage reservations fairly and efficiently. For late cancellations or no-shows, a charge of £35 per guest will be applied to the card on file.

Tables are held for 15 minutes from the reservation time. After this grace period, your table may be released.

Cancellation and no-show fees are non-refundable, non-transferable and non-returnable, unless at the discretion of a senior manager.

Key dates and seasonal periods may have extended terms. Where this applies, it will be clearly stated in your confirmation.



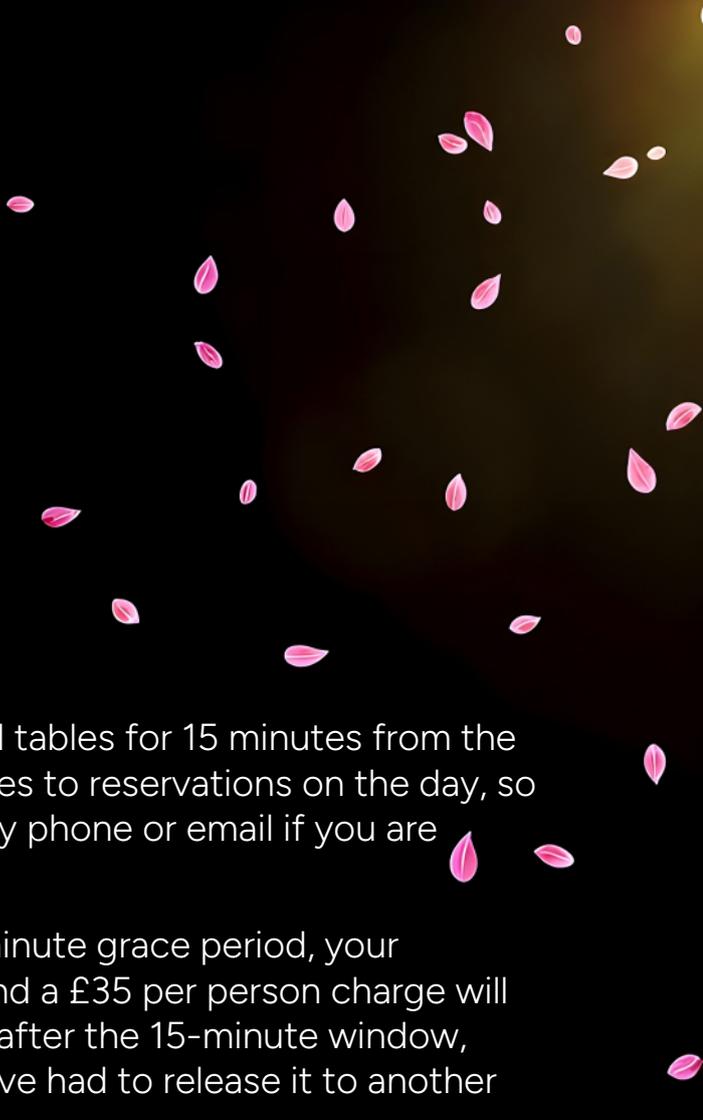
Party Size, Amendments and No-Shows

No-Shows Please ensure your final party size is accurate. Any changes must be made using the links in your confirmation email and within the relevant cancellation window.

If your party size is reduced after the cancellation window has ended, the removed guests will be treated as a late cancellation/no-show and a £35 per person charge will be applied to the card on file. For Group Dining reservations (6+ guests), reductions within 7 days are non-refundable in line with the Group Dining policy.

All fees are non-refundable, non-transferable and non-returnable, unless at the discretion of a senior manager.

Key dates and seasonal periods may have extended terms. Where this applies, it will be clearly stated in your confirmation.



Late Arrivals

To keep service running smoothly, we hold tables for 15 minutes from the reservation time. We do not accept changes to reservations on the day, so we are unable to make any amendments by phone or email if you are running late.

If you do not arrive by the end of the 15-minute grace period, your reservation will be marked as a no-show and a £35 per person charge will be applied to the card on file. If you arrive after the 15-minute window, your table is not guaranteed as we may have had to release it to another guest.

If we are able to re-seat you, the £35 per person charge is fully redeemable on the day of your reservation only. It is non-transferable and cannot be carried over to a future date.

If we are unable to successfully charge the card on file and you arrive after the 15-minute window, the £35 per person fee must be paid before you are admitted to the restaurant. No-show and late-arrival fees are non-refundable, non-transferable and non-returnable, unless at the discretion of a senior manager.

Key dates and seasonal periods may have extended terms. Where this applies, it will be clearly stated in your confirmation.



Minimum Spend Commitment

On Friday and Saturday evenings, for reservations booked after 17:45, a minimum spend commitment of £50 per person applies. This commitment may be taken as a prepayment in advance or applied as a minimum spend requirement on the day.

If taken as a prepayment, it is fully redeemable against the full menu (food and drinks) on the day of your reservation and will be deducted from your final bill. Any underspend is non-returnable, non-transferable and non-refundable.

If the minimum spend applies and no prepayment has been taken, but your total spend is less than £50 per person, the difference will be charged to the card on file. Minimum spend payments and charges are non-refundable, non-transferable and non-returnable, unless at the discretion of a senior manager.

Key dates and seasonal periods may have extended terms. Where this applies, it will be clearly stated in your confirmation.



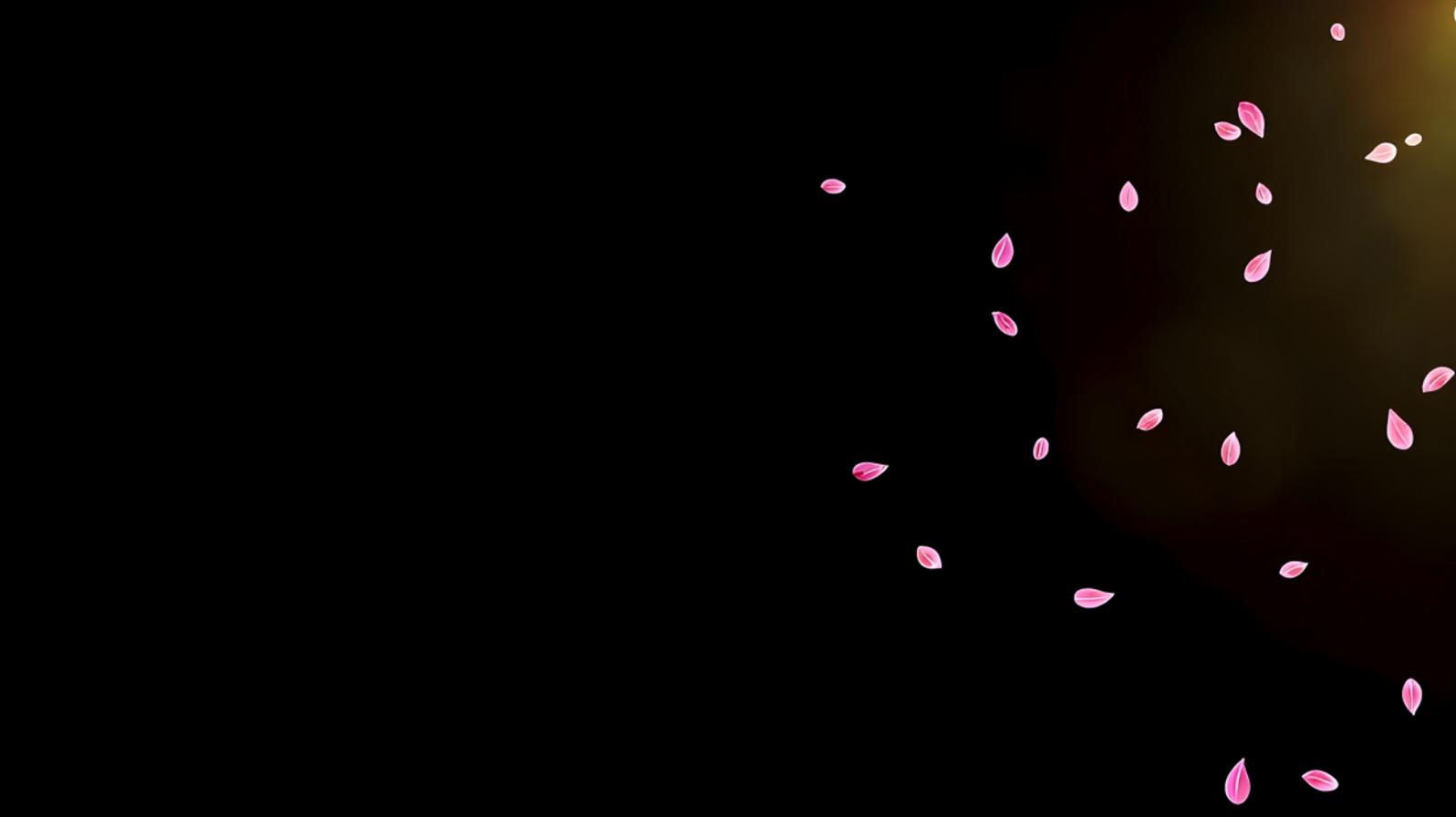
Group Dining

For Group Dining reservations (tables of six or more), a £20 per person prepayment is required to secure the booking. We are unable to hold provisional Group Dining bookings without payment.

A 7-day cancellation policy applies. Cancellations made within 7 days of the reservation are non-refundable.

All prepayments are non-refundable, non-transferable and non-returnable, unless at the discretion of a senior manager.

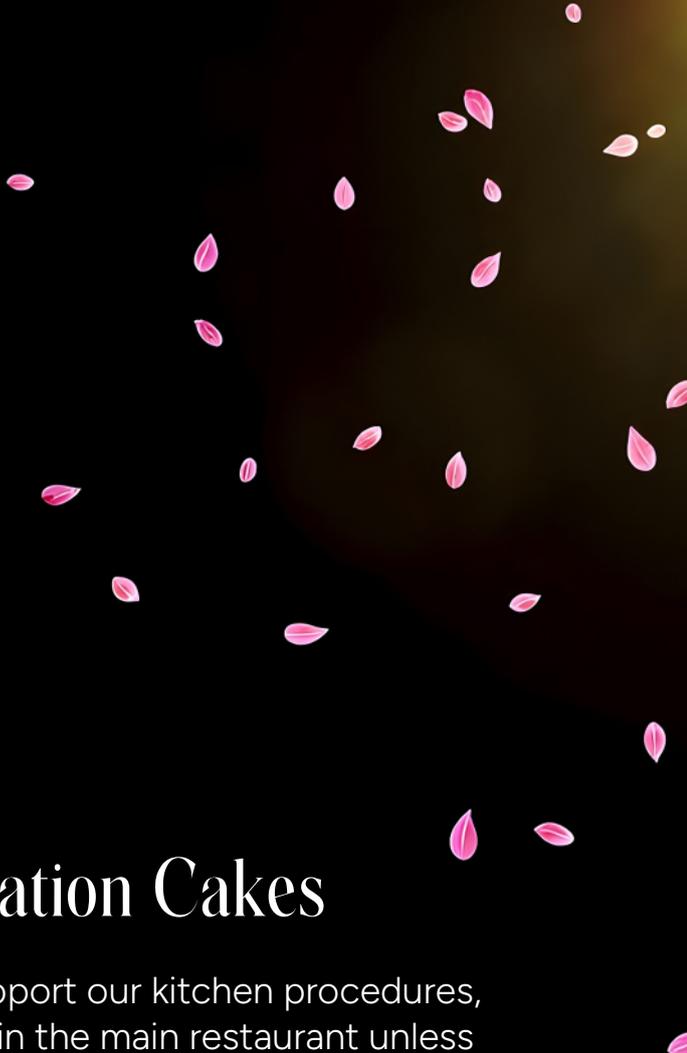
Key dates and seasonal periods may have extended terms. Where this applies, it will be clearly stated in your confirmation.



Dress Code

Our dress code is “Dress to Impress” through to smart casual. We encourage guests to dress with the occasion in mind.

No sportswear or gym attire No beachwear No fancy dress No shorts (unless part of a smart, tailored look) Final decisions are made on the day by the manager on duty. Thank you for helping us maintain the Nōshi experience for everyone.

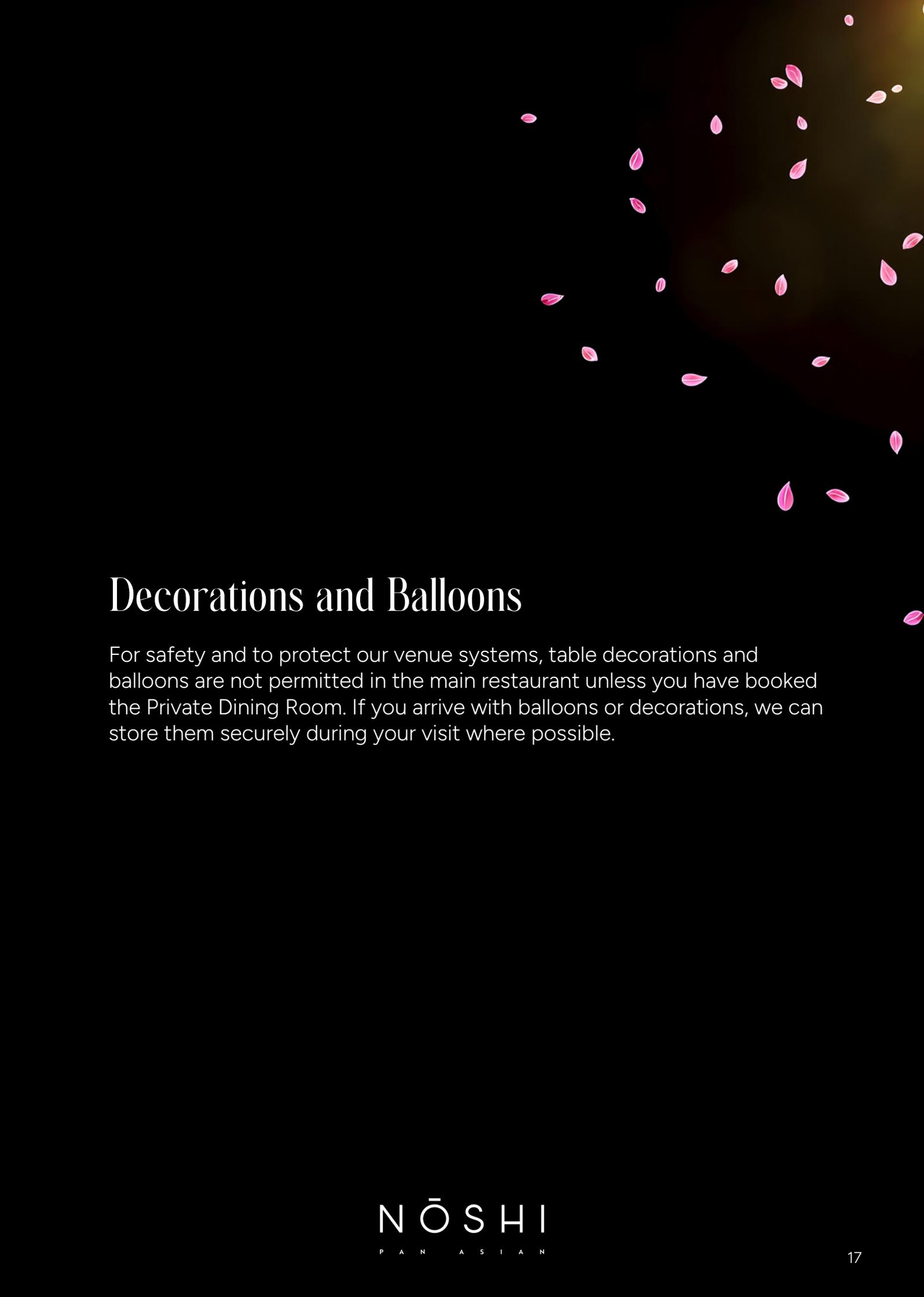


Outside Food and Celebration Cakes

To protect guests with allergies and to support our kitchen procedures, outside food and cakes are not permitted in the main restaurant unless you have booked the Private Dining Room. If you are celebrating, we would love to help.

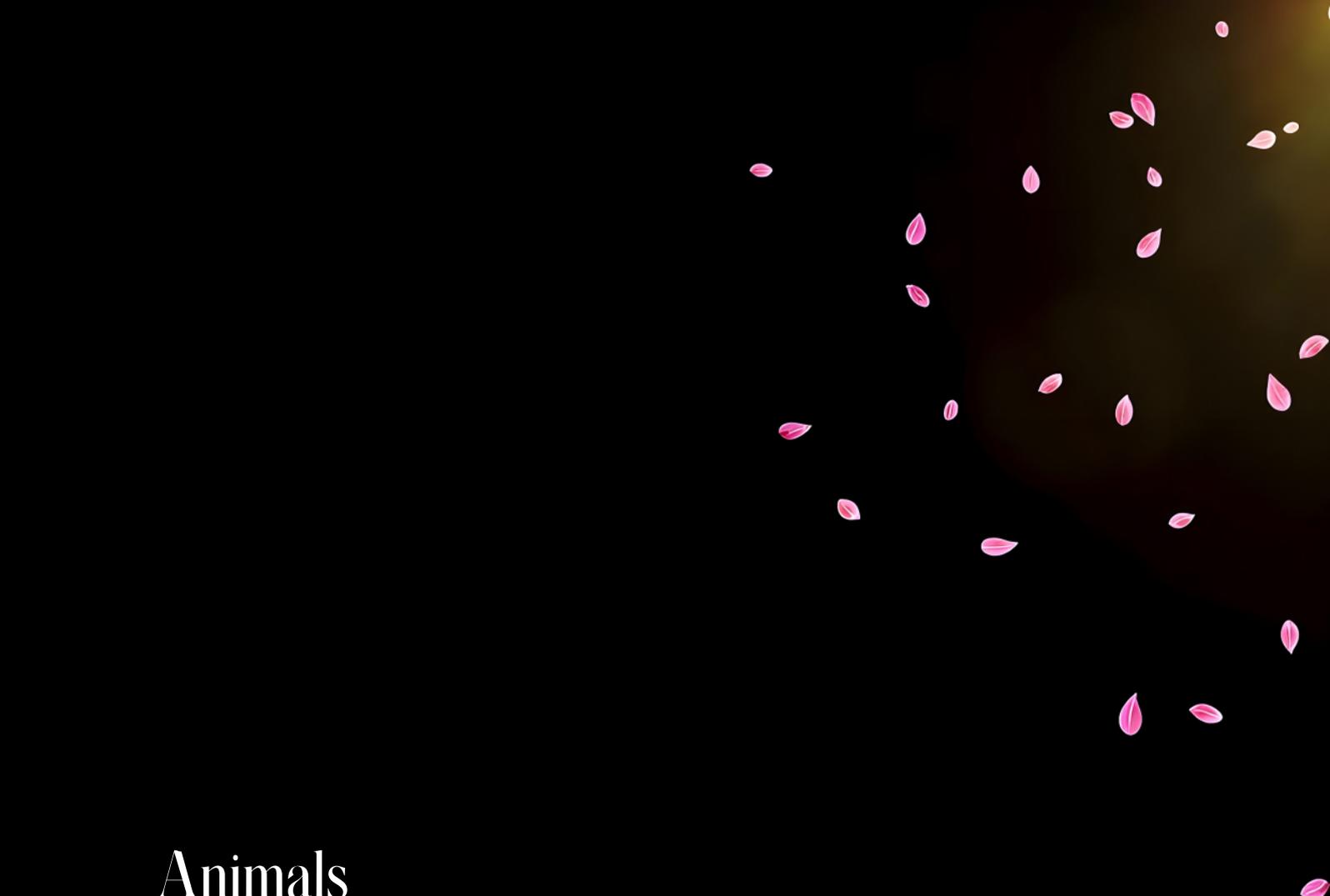
Please contact us in advance and we can recommend suitable in-house dessert options to make the moment special. If you arrive with a cake or outside food, we can store items securely during your visit where possible.

Please note that storage is not refrigerated.



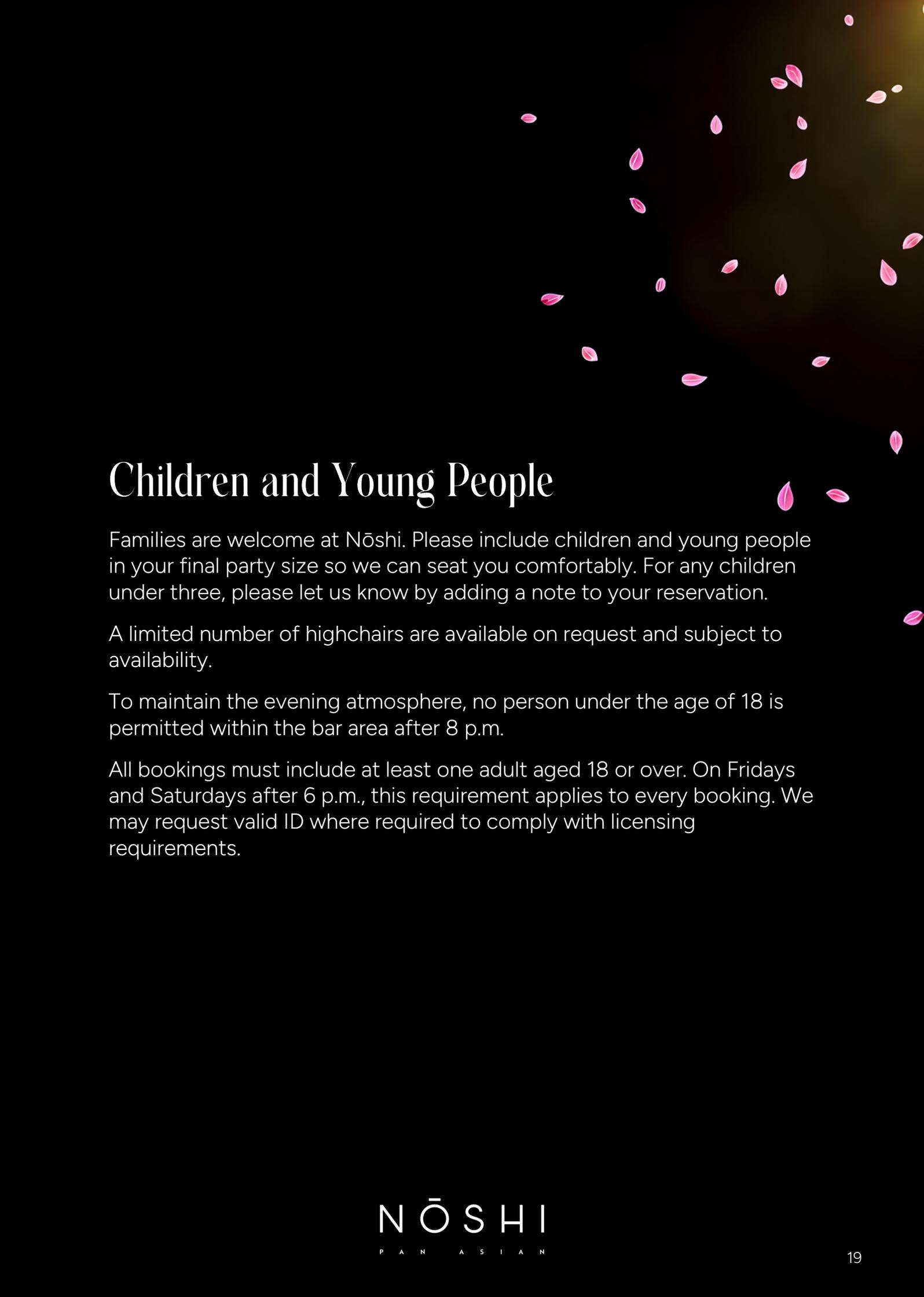
Decorations and Balloons

For safety and to protect our venue systems, table decorations and balloons are not permitted in the main restaurant unless you have booked the Private Dining Room. If you arrive with balloons or decorations, we can store them securely during your visit where possible.



Animals

We are happy to welcome guide dogs and accredited assistance dogs throughout the restaurant. For the comfort and safety of all guests, we are unable to admit other pets or animals.



Children and Young People

Families are welcome at Nōshi. Please include children and young people in your final party size so we can seat you comfortably. For any children under three, please let us know by adding a note to your reservation.

A limited number of highchairs are available on request and subject to availability.

To maintain the evening atmosphere, no person under the age of 18 is permitted within the bar area after 8 p.m.

All bookings must include at least one adult aged 18 or over. On Fridays and Saturdays after 6 p.m., this requirement applies to every booking. We may request valid ID where required to comply with licensing requirements.



Photography and Filming

We love seeing guests capture and share their Nōshi moments. Please be mindful of other guests and the flow of service when taking photos or filming.

Ring lights and similar equipment are not permitted in the restaurant. Professional photographers are not permitted to accompany guests unless the Private Dining Room has been booked.

Guests are welcome to take photos on phones or personal cameras. Flash photography should be kept to areas outside the main restaurant where possible.

We require guests to place their food and drinks orders before focusing on photography or content creation. Please do not spend extended periods in the bathrooms taking photos.

If photography or filming causes disruption to other guests or delays service (including delays in ordering), management may ask the party to vacate the table and, where necessary, leave the restaurant.



Cloakroom

Our cloakroom is available for all guests and can be used for coats, jackets, umbrellas and bags. We kindly recommend leaving these items with our cloakroom team to ensure they do not disturb your experience (or the tables around you) during service.

Please note that Nōshi and management do not accept responsibility for any items held on our premises, including items left in the cloakroom, left behind or lost. Any items not collected within 14 days will be removed.



Noise and Neighbours

We kindly ask guests to be considerate when arriving and leaving the venue, particularly during the evening and late-night hours. Please keep noise to a minimum outside the restaurant, including on nearby streets and when waiting for taxis, to help us respect our neighbours.

Thank you for your understanding.