

POLICIES FOR CUSTOMERS

1. Products

- a) Our chicken and meat dishes are served off the bone, unless otherwise stated, except tandoori chicken which is served on the bone.
- b) Our restaurant menu is designed to serve vegetarian diners and non-vegetarian diners. We offer dishes containing allergens; customers must inform waiting staff of any allergies they have before ordering.

2. Restaurant

- a) The Meghna Tandoori has the right to refuse a customer if he/she is found to be drunk, disorderly or causes damage to its property, staff or causes disturbance or harm to other customers and its service.
- b) No dogs are permitted to enter the premises of the restaurant.
- c) The Meghna Tandoori does not allow smoking inside the premises as per the Government legislation. Customers may smoke outside the premises.
- d) The Meghna Tandoori will not take responsibility for customer's personal assets/items. It is the responsibility of the customer to look after and protect their valuable items when visiting the restaurant premises.
- e) Collection orders above £12 receive a 10% discount.

3. Changes to your Order

Any cancellations or amendments about your order must be made by telephone call, orally to a member of staff or personnel. If you amend your order, the price charged will be the price for the amended order.

4. Prices and Payment

- a) All Major Credit / Debit Cards, American Express and Cash are acceptable. The Meghna Tandoori does not accept cheques.
- b) The prices listed on our menu are inclusive of VAT.

5. Availability

Products are subject to availability. If your desired dishes are not available, we may recommend a reasonable substitute of equivalent quality and price when a member of staff or personnel calls you to confirm your order and take payment. The change will be reflected in the price of your order.

6. Delivery

- a) Orders must have a minimum order value of £12 to be eligible for free delivery.
- b) Our delivery radius includes N4, N6, N7, N8, N10, N17, N19, N22
- c) Post codes N7 and N17 must have a minimum order value of £20.00 to qualify for free delivery
- d) Delivery time can take up to 45 minutes to 1 hour, this may vary at peak times depending on the distance of the delivery. We will aim to deliver your order as close as possible to the stated delivery.
- e) If you have chosen for the products to be delivered, our courier will deliver the order to the main entrance of the delivery address but any deliveries carried into the delivery address will only be made if the driver has your consent to this and knows it is safe to do so. If you are not present to collect the delivery at the address given in your order, then The Meghna Tandoori will not refund you the price for the order and will charge you the full amount of the order price.
- f) The Meghna Tandoori reserve the right to refuse delivery.

7. Complaints

Any complaints or grievance must be made to info@themeghnatandoori.co.uk
Response time is 3-4 working days.

These policies will be reviewed regularly and if required, will be updated.