

Mobile App Terms & Conditions

1. All terms & conditions relate to Laidback Lucas Ltd venues owned by the parent company. Users are also subject to the rules and policies from which they purchased the app, such as iTunes & Google Play.
2. Terms & Conditions are subject to change at any time and for any reason, it is advised that you check the T &C's before ordering each time.
3. App is only to be downloaded & used for guests over 18 years old.
4. Identification/ Proof of Age may be required if you or any member of your party (who is the intended customer) has ordered an alcoholic beverage. If you/ they are unable to provide this upon request, to the satisfaction of our staff, we reserve the right to not complete the order. You will still be charged for this order. Refunds will be at the managers discretion.
5. Payment can be made via a Valid account or debit/ credit card. You may be required to show the card as proof of identification.
6. Always check your order thoroughly before confirming and processing your order. Once your order has been placed you have entered a binding contract with the venue, this can not be amended or cancelled.
7. Should your device be damaged or lost as part of downloading the app- we accept no responsibility for this. Your property remains your responsibility at all times. This does not affect your statutory rights. Our total liability to you in respect of any losses arising in connection with the App, whether in contract, tort, breach of duty or otherwise- shall in no circumstances exceed twice the value of your order or £100- whichever is lower.
8. Venues have the ability and right to reject orders at any times, due to stock availability or for any reason. If any or part of your order is unavailable the venue will refund the correct amount (see paragraph 11) or offer an alternative if possible.
9. You understand and agree that you must be me on the premises of the venue you are ordering from, when placing your order.
10. Any technical issues arising whilst using the App- please speak to a member of staff. Or contact the relevant site at a later time.
11. Any refunds usually take around 72 hours to appear back into the guest's account. Please contact the site directly should there be any issue.
12. We reserve the right to exercise our discretion when refusing to serve any guest or make any other decision with the intention of observing all licensing objectives.
13. Please speak to a member of staff if you have any dietary requirements or allergen requirements.
14. Personal data information can be found in our Privacy Policy