

Terms and Conditions

General Policy

Visitors to www.hondosushi.co.uk are asked to read our Terms and Conditions in full. Individuals, who do not read these terms and conditions should exit this website. Hondo Bath Ltd ('Hondo Sushi Restaurant', 'HONDO SUSHI RESTAURANT', 'we', 'us', 'our') reserves the right to change the terms, conditions and notices under which Hondo Sushi goods are offered.

Copyright

All images are for illustration purposes only. All images, text, graphics, web site design, visual and audio clips are copyright of HONDO SUSHI RESTAURANT unless otherwise stated, and you are not authorised to copy, reproduce or alter these images without prior written consent from HONDO SUSHI RESTAURANT.

Notification of Copyright Infringement

HONDO SUSHI RESTAURANT will, in appropriate circumstances, terminate the accounts of users who infringe the intellectual property rights of others. If you believe that your work has been used or copied in a way that constitutes copyright infringement, please provide our Legal Department with a Notice containing the following elements:

- a physical or electronic signature of the person authorised to act on behalf of the owner of the copyright interest that is alleged to have been infringed;
- a description of the copyrighted work or works that you claim have been infringed and which you request to be removed from the site;
- a description of the location of the material that you claim is being infringed;
- information sufficient to permit HONDO SUSHI RESTAURANT to contact you, such as your physical address, telephone number and e-mail address;
- a statement by you that you have a good faith belief that the use of the material identified in your Notice in the manner complained of is not authorised by the copyright owner, its agent, or the law;
- a statement by you that the information in your Notice is accurate and that you are the copyright owner or are authorised to act on the copyright owner's behalf.

You can notify HONDO SUSHI RESTAURANT of any claims of copyright infringement at the following address:

HONDO SUSHI RESTAURANT
8-9 St James's Parade,
Bath BA1 1UL
01225 920420

Trademarks

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Links

HONDO SUSHI RESTAURANT may choose to provide links to sites owned by HONDO SUSHI RESTAURANT and associated companies from time to time

and may also choose to provide links to sites that are owned by third parties that are not connected with HONDO SUSHI RESTAURANT. All links are provided for your convenience only. Access to sites that are owned by third parties is at your own risk and HONDO SUSHI RESTAURANT has no responsibility or liability for these third party sites.

Use of the Site

Users agree that you will only use our web site in a way which is consistent with our terms and conditions and which complies with applicable laws and regulations. In particular you agree that you will not use our web site to upload or send any material which contains software viruses or other codes, files or programs designed to interrupt, destroy or limit the functionality of any computer software, hardware or telecommunications equipment or in any other manner which would interfere with or disrupt our web site. You acknowledge that our web site and any goods that you obtain from our web site are provided for your personal use only and may not be used for any commercial purposes or distributed commercially without our permission.

Indemnity

You agree to indemnify and hold HONDO SUSHI RESTAURANT, and its subsidiaries, affiliates, officers, agents, co-branders or other partners, and employees, harmless from any claim or demand, including reasonable solicitor's fees, made by any third party due to or arising out of content you submit, post to or transmit through the Site, your use of the Site, your connection to the Site, your violation of the Terms and Conditions, or your violation of any rights of another person or entity.

Limitation of Liability

To the fullest extent permitted by applicable laws, neither HONDO SUSHI RESTAURANT nor any of its directors, employees, affiliates or other representatives will be liable for loss or damages arising out of or in connection with the use of, or inability to use, the materials in and/or facilities or services offered through this website, including, but not limited to, indirect or consequential loss or damages, loss of data, income, profit or opportunity, loss of or damage to property and claims of third parties, even if HONDO SUSHI RESTAURANT have been advised of the possibility of such loss or damages or such loss or damages were reasonably foreseeable. If this clause is unenforceable in whole or in part in any jurisdiction due to relevant laws, then in no event shall HONDO SUSHI RESTAURANT total liability to you for all damages, losses, and claims (whether in contract, tort (including, but not limited to, negligence), or otherwise) exceed the amount paid by you, if any, for accessing this website.

Governing Law

These Terms and Conditions and any contracts made under them are governed by and shall be governed and construed in accordance with the laws of the United Kingdom whose courts shall be courts of exclusive competent jurisdiction. We make no representation that materials on this site are appropriate or available for use in other locations, and accessing them from territories where their contents are illegal is prohibited. Customers who access this web site from locations outside the United Kingdom do so at their own risk and on their own initiative and are responsible for compliance with local laws, to the extent that any local laws are applicable. Nothing in these Terms shall in any way be deemed to restrict or affect your statutory rights under the law of the United Kingdom.

Disclaimer

HONDO SUSHI RESTAURANT has taken all reasonable care in the preparation of the contents on this web site, but makes no representation or warranty of any kind with respect to the operation of the site or the information, content, materials, or products included on this site. To the extent permitted by applicable law, HONDO SUSHI RESTAURANT makes no warranty, express or implied, as to the accuracy, completeness or currency of the information contained in any of the materials on this web site. HONDO SUSHI RESTAURANT reserves the right to change price and availability information without notice. HONDO SUSHI RESTAURANT shall not be liable to any person for any loss or damage that may arise from the use of any of the information contained in any of the materials on this web site. HONDO SUSHI RESTAURANT reserves the right to decline orders for bulk or high value purchases. No exclusions of HONDO SUSHI RESTAURANT liability in these Terms shall apply to any damages arising from death or personal injury caused by the negligence of HONDO SUSHI RESTAURANT or any of its directors, employees or agents or fraudulent mis-statement.

Alterations

We may amend this website and our services at anytime with or without notice to you.

Website availability

HONDO SUSHI RESTAURANT will use all reasonable endeavours to ensure that this web site is fully operational at all times. However we cannot guarantee that the web site will be fault free. In particular access to this web site may be interrupted or restricted to allow for emergency or routine repairs or maintenance to be carried out or the introduction of new facilities or services. Further, by using this website and any substitute, you acknowledge and agree that the Internet uses elements and relies upon services, input and facilities which are not within the control of HONDO SUSHI RESTAURANT and if HONDO SUSHI RESTAURANT is totally or partially prevented or delayed in the performance of any of its obligations in providing a particular service, such a situation will constitute a 'force majeure' and HONDO SUSHI RESTAURANT shall be excused the performance for so long as such a situation endures.

Miscellaneous

The Terms and Conditions together with our Help Section and Privacy Policy contain the full and complete understanding between HONDO SUSHI RESTAURANT and you. No advice or information, whether oral or written, obtained by you through or from the web site or from any conversations with our staff will operate to vary these terms and conditions. The Terms and Conditions of website usage together with our Help Section and Privacy Policy and all contracts made under them shall endure for the benefit of any successors and assignees of HONDO SUSHI RESTAURANT.

Privacy Policy

We do not store credit card details nor do we share customer details with any 3rd parties.

By using the HONDO SUSHI RESTAURANT website you agree to our websites privacy policy. If you do not agree to these terms, please do not access or use this site.

Collection of Personal Information

When visitors engage in certain activities on our website, such as making enquiries, ordering products your personal profile is maintained in a secure file server. It is completely optional for visitors to the HONDO SUSHI RESTAURANT website to engage in these

actives. You may be required to supply personal information such as your name, contact details and address, when ordering products from our website we use a secure payment system PaymentSense and HONDO SUSHI RESTAURANT does not hold any customer credit card details.

When you submit personal information to HONDO SUSHI RESTAURANT it is to ensure that the information collected by HONDO SUSHI RESTAURANT is used to support your participation in the activities you select. Incidents in which this would occur would be when registering and purchasing products. In the case of purchasing products the information is used to identify you when you collect your products from us.

Data Protection Policy

HONDO SUSHI RESTAURANT will hold and use your personal data strictly in accordance with data protection rules as set by the Information Commissioner (ico.org.uk)

1. Obtain and process the information fairly
2. Keep it only for one or more specified and lawful purposes
3. Process it only in ways compatible with the purposes for which it was given to you initially
4. Keep it safe and secure
5. Keep it accurate and up-to-date
6. Ensure that it is adequate, relevant and not excessive
7. Retain it no longer than is necessary for the specified purpose or purposes
8. Give a copy of his/her personal data to any individual, on request.

HONDO SUSHI RESTAURANT uses secure transaction technology provided by Paymentsense and does not hold any customer card details on any server used by HONDO SUSHI RESTAURANT at any time. When you are asked to enter any personal details or credit card information the web site will be secure. Your card number will be encrypted and replaced by a unique transaction reference number. Personal information other than credit card details are maintained in a password protected internal secure server, accessible only by a limited number of authorised employees.

Delivery Policy

We do not offer delivery as an option here at HONDO SUSHI RESTAURANT.

Refund Policy

Return and Refund Policy This policy applies to walk-in and call-in customer/delivery orders only. To provide the best customer satisfaction, we provide the following solutions. Feel free to contact us if you have any questions regarding the Return & Refund Policy by emailing us at info@hondosushi.co.uk. For immediate response, please call 01225 920420. Preparation of your order can begin immediately after your order has been confirmed. We cannot accept cancellations once your order has been confirmed with the restaurant. **FOOD ORDER ERRORS*** If you receive food that is different from your receipt, we sincerely apologise. Please call us on 01225 920420 as soon as you notice that there was an error in your order. You may come to pick up the correct food item. For credit card payments, you will be refunded the sales price amount associated with the error and recharged for the new items price. For cash payments, you will be asked to pay the difference of the balance if the new food has a greater value than the food received in error. In the same way, you will receive the difference of the balance back as credit for the new item if less than the food received in error. In some cases, we may offer you a store credit. Your order will be priority if you come to pick it up. In all cases, please return the

food order in the original container(s)* to our host. FOOD ORDER INCOMPLETE* In the rare occasion that you do not receive food that is on your receipt, we will make it up to you. Please call us on 01225 920420 as soon as you notice that any food items were not received in your order. You may cancel the missed food before we prepare it without any question, and we will refund the amount to a credit/debit card or we will refund you with a store credit. No cash refunds. FOOD DISSATISFACTION* We cook our food fresh to order with only the finest and freshest ingredients. We take great care and pride in all of the dishes we make. Please call us immediately on 01225 920420 if you receive unsatisfactory food caused by a dislike or objects in the food. We will need the food returned in the original container(s)* so we may investigate and deal with the issue. We will prepare you a new food order. If you do not wish to receive a new dish, we may refund the amount to a credit/debit card or we will refund you with a store credit only after we receive the food in the original container(s)* and have confirmed the error to the discretion of the manager on duty. CANCEL ORDER Sorry, we cannot cancel, refund or give store credit if you change your mind or mistakenly order an item after the order is prepared. Please note: *If the food has been consumed or removed we cannot issue any discount, refund or store credit. If the food has been discarded, repackaged or tampered with then we cannot verify its origin or issue and cannot issue any discount, refund or store credit. Please note: we strive to prepare and package our pick up items to preserve the high quality of the food. Keep in mind the temperature, sauce, and consistency of some items may vary slightly after being packaged.

Age Policy

If you are under 18 you must ask your parent or guardian before you buy anything on this website, email the website, send in any information to HONDO SUSHI RESTAURANT or ask HONDO SUSHI RESTAURANT to email you anything. By continuing to use this website and any of the services offered, you are confirming that you have received the consent of your parents or a guardian. However it is the ultimate responsibility of the parent or guardian to ensure that all children under 18 are supervised when online and to ensure that the appropriate parental control tools are put in place. No information collected from anyone under the age of 18 will be used for any marketing or promotional purposes whatever as is stated when you register for competitions or promotions. Notification of a win or prize will be sent directly to the parent or legal guardian, identified in the initial registration process.

Contact Us

If you have any complaints, queries or comments about our web site or our products supplied to you, please contact us through the contact section of our website or alternatively you can contact us at the following address:

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