

Terms & Conditions

Access:

Access to the restaurant is through the main entrance of the National Portrait Gallery, by the lifts to the third and top floor of the building. On Saturday, as gallery access is closed from 6pm, entrance to the restaurant will be via the Orange street entrance, to the side of the building.

Booking hours:

We are open daily for breakfast from 10am to 11am, lunch from 11.45am to 3pm and afternoon tea from 3.30pm to 4.15pm.

Thursday to Saturday only, Pre theatre set menu is served from 5.30pm to 6.30pm & dinner from 6.30pm to 8.15pm.

Opening and closing hours & last order:

The restaurant closes at 5.30pm as the building closes at 6pm from Sunday to Wednesday and at 10.30pm from Thursday to Saturday.

To allow our customer to have enough time to enjoy their experience with us, the last order for afternoon tea will be at 4.30pm and, for dinner, the last order will be at 8.30pm.

The last order at the bar will be at 5pm from Sunday to Wednesday and at 10pm from Thursday to Saturday.

Allergens:

If you suffer from an allergy or food intolerance, please notify a member of staff when you book.

We will be happy to assist you by accommodating any special dietary requirements but do request 48 hours prior notice and can send full dietary menus/offering if required.

Nevertheless, we will do our best and try to accommodate your needs on the day.

Window table requests:

We do our best to accommodate all table requests but unfortunately we cannot guarantee window tables in the restaurant. No tables of 4 are initially available by the window, but on second and third line and subject to availability. All tables do benefit however from pleasing skyline views.

Returning time:

We respectfully ask for your table to be returned an hour and a half after your booking time except for Afternoon tea bookings from Sunday to Wednesday and Dinner bookings from Thursday to Saturday from 7pm onwards. Please be reminded that the last food order will be at 8.30pm those days. If you need the table longer, do ask on the day and we will confirm or not if possible, according to the activity and level of bookings.

You are running late or wish to cancel:

Please advise the restaurant of any delay in arrival as tables will be held for a maximum of 15 minutes after the booking time unless prior notification is given via telephone or email only. After this, we are unable to commit and guarantee a table for your party and will be allocated the next best table – subject to availability.

Note - If you are forced to cancel or there is a decrease in numbers please inform the restaurant at least three hours prior to your booking. We cannot guarantee availability should numbers increase less than 48 hours before your reservation..

Large group booking conditions:

For booking over 6 persons, we will secure your booking with your credit card details but we will not charge your card prior to your visit. In absence of credit card details, the booking won't be kept and will be denied.

Please note that we have a specific email for largebookings@portraitrestaurants.com to organise and bespoke your party with your needs. Please drop them an email for more information.

Afternoon Tea booking conditions:

For booking over 6 persons, we will secure your booking with your credit card details but we will not charge your card prior to your visit. . In absence of credit card details, the booking won't be kept and will be denied.

Please note that your booking for Afternoon Tea requires one set menu per person and you can amend the number of the party until the morning of your booking.

Cancellation fees:

For any cancellation within 12 hours or for non-attendance, please be aware that a cancellation fee of £27.50 per person may apply for Afternoon Tea booking and a fee of £26.50 per person may apply for dinner or lunch time booking.

Extra charges:

All prices include VAT. A discretionary service charge of 12.5 % will be added to your final bill.