



# General Reservations Booking & Cancellation Policy

## Confirmation & Credit Card Details

We will require credit card details on file to secure and confirm all reservations at this time. Bookings with no credit card guarantees are subject to cancellation at the discretion of the venue manager/s.

## Cancellation & Changes in Numbers

We require \$50 minimum spend per person. We require a minimum notice period of 24 hours to cancel a booking or to change the number of guests attending. This request must be submitted in writing via email or advised over the phone to one of our reservations or venue staff and must be outside of the notice period to not incur a fee. Cancellations or changes to the numbers within the notice period will result in a 50% of the minimum spending per person charged to the credit card on file. Should a cancellation request be submitted to us with sufficient notice given, we can transfer the booking to an alternate date or cancel the reservation without penalty. Cancellations are able to be made online via a link in the original booking confirmation. Cancellation of the reservation must be done outside of the 24 hours prior to the booking. Online changes are not able to be made within 24 hours prior to the time of the reservation.

**Snap Lock Downs:** Should your bookings be impacted by a snap lockdown or unforeseen closure of the venue, and you do not wish to move it to another date, there will be no cancellation fee.



### **Public Health Orders**

### **Indemnity & Liability**

The client indemnifies The Old Salt Bush Restaurant & catering against any and all damages caused during the Event by any of their guests, including but not limited to property damage, personal injury & loss of profits, indirect or consequential loss except to the extent of such damages are caused by the acts or omissions of The Old Salt Bush Restaurant & catering. Hospitality. Damage to The Old Salt Bush Restaurant & catering. Hospitality property is the sole responsibility of the organise and we reserve the right to charge for any damage,

### **Public Holiday Surcharge**

All bookings that fall on a Public Holiday incur a 15% surcharge.

### **Acceptance of Agreement**

By confirming your reservation with us and supplying credit card details you are accepting and are bound by the terms and conditions as stated in this agreement.

This agreement is valid for all The Old Salt Bush Restaurant & catering, Pandoraspalate Hospitality brand as noted.