

COVID -19

THE INDEPENDENT GEMBROOK

TERMS AND CONDITONS - 2020



Reservations of 8 adults and over are required to dine on one of our set menu options.

- We require a non-refundable deposit of \$30 per adult to secure the booking
- Dietary requirements/allergies are to be provided at time of booking
- Menu items may contain or come into contact with wheat, egg, dairy all nut and other allergens.
- Whilst we do our best to accommodate for any dietary requirements there may still be traces.
- If a dietary cannot be catered for within the set menu, dishes may be substituted from our a la carte menu

Please note: Under the new Coronavirus Hospitality Industry Guidelines we can only seat 20 guests in our main dining area and 11 guests in our private dining room at one time. Reservations larger than 6 must be seated on separate tables with a 1.5m space between them.

CONFIRMATION REQUIRED

- Should changes of final numbers occur **within 24 hours upon arrival**, the deposit for said number of guests will be retained. Please ensure your numbers are correct as this is non – negotiable.
- The attached form must be completed and returned with your deposit to secure your booking.

Terms & conditions

1.0 TRANSACTIONS

- 1.1.** We require a deposit of \$30 per adult upon booking. The deposit can be paid via credit card, in cash or EFT upon request. Mastercard or Visa incur a surcharge of 1%. Once deposit and completed form is received your booking is confirmed. Suckling pig orders must be paid in full at time of booking.
- 1.2.** Should a group reservation be cancelled more than 21 working days in advance the full deposit amount will be refunded. If the booking is cancelled within 7 working days of the reservation the full deposit amount will be retained by The Independent.
- 1.3.** Where a suckling pig reservation is cancelled with less than 7 days-notice, The Independent will retain full payment. If cancellation is within the time frame this amount can be transferred to an alternative date to act as a credit towards a future reservatiOn within a 6-month period

2.0 GUEST NUMBERS

- 2.1.** Guests are permitted to change reservation numbers 24 hours prior to their booking. If numbers change within 24 hours to the booking or upon the arrival of your group, the deposit of said guest numbers will be retained.

3.0 MENU

- 3.1.** All dietary requirements need to be advised to The Independent before the arranged booking time. **It is EXTREMELY IMPORTANT to inform us if a guest in your group has an ANAPHYLAXIS allergy. We require them to show a manager their Epipen upon arrival, failure to do so will result in the guest not being provided catering.** While we take care to cater for any dietary requirements we cannot guarantee that no traces of specified ingredients will be free from our products or dishes.
- 3.2.** Please note that our menus are seasonal and are subject to change without notice. Food and beverage prices are current and are subject to change without notice.
- 3.3.** We do not allow external food items to be brought into or consumed within the venue. Un-finished meals can be taken from the premises upon request.
- 3.4.** You may bring in your own birthday/celebration cake which will be stored in the refrigerator until required. We do not allow ice-cream cakes or similar cakes due to storage availability.
We offer complimentary cake cutting to tables dining on one of our set menu options. There is a \$2.50 per person cake-age fee for diners not on one of our set menu options.

The Independent takes no responsibility for the quality or repercussions of the service/storage of cakes. We ask that you notify us prior to your arrival that you will be bringing in a cake.

4.0 SERVICE OF ALCOHOL

- 4.1.** We are a fully licensed venue, we do not have a BYO licence. We are licenced until 11pm Monday to Sunday.
- 4.2.** We do have a takeaway licence. Any alcohol purchased to takeaway must be consumed off the premises. Un-finished bottles of wine that have been purchased to drink while dining can be taken home.
- 4.3.** The Independent reserves the right to refuse the supply of alcohol under the terms outlined by the Responsible Service of Alcohol Act. The Independent reserves the right to ask intoxicated and/or disorderly patrons to leave the premises at anytime.
- 4.4.** The Independent also reserves the right to request proof of identification before serving alcoholic beverages to our guests. As of September 2018, minors are no longer legally allowed to have an alcoholic drink while eating with their parents or guardian.

5.0 MISCELLANEOUS

- 5.1.** No live animals are permitted on the premises. Aid dogs are an exception.
- 5.2.** Aggression (physical or verbal), offensive language or behaviour towards any of The Independent staff or other customers will not be tolerated.
- 5.3.** Under the Tobacco ACT 1987, smoking is banned in outdoor and dining areas from the 1st of August 2017. Smoking is only permitted 4 meters away from the front entry. No smoking is permitted indoors or in the courtyard.
- 5.4.** Under the new Coronavirus Hospitality Industry Guidelines, we are legally required to collect and store for 28 days all diner's names and contact numbers. Information will be disposed of after this time and will only be handed to the Victorian Health Authorities as required.