

TERMS & CONDITIONS



Under the Coronavirus Hospitality Industry Guidelines, we are legally required to collect and store (for 28 days) all diner's full names and contact numbers. Information will be disposed of after this time and will only be handed to the **Victorian Heath Authorities** as required.

Face masks must be worn when social distancing cannot be achieved.

Diners are required to wear their face mask at all times unless seated at their table.

The Independent reserves the right to refuse service to anyone not wearing a face mask for a medical reason.

Terms & Conditions may change at any stage.

1.0 TRANSACTIONS

- 1.1. To secure your reservation we require your credit card details. This is taken via our secure online booking system OBEE. **We will not** debt anything from your credit card at the time of booking.
- 1.2. Reservations of 1 - 7 adults that decrease the size of their booking or cancel within 72 hours, will be charged \$64 per person (including children over 12 months).
- 1.3. Reservations of 8 guests and over that decrease the size of their booking or cancel 14 days prior to their reservation will be charged \$64 per person (including children over 12 months).
- 1.4. For any reservations that simply do not show up. You will be charged \$64 per person (including children over 12 months).
- 1.5. All card transactions incur a 1% terminal fee.
- 1.6. On Public Holiday's there is a 15% surcharge on all card transactions.

2.0 MENU

- 2.1. All dietary requirements need to be advised to The Independent prior to your booking. **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.
- 2.2. Our menus are seasonal and are subject to change without notice. Food and beverage prices are current and are also subject to change without notice.
- 2.3. 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.
- 2.4. 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.
- 2.5. 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.
- 2.6. 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.

3.0 SERVICE OF ALCOHOL

- 3.1. We are a fully licensed venue, we do not have a BYO licence. We are licenced until 11pm Monday to Sunday.
- 3.2. 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 in can be taken home.
- 3.3. 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 any time.

- 3.4. 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

4.0 MISCELLANEOUS

- 4.1. No live animals are permitted on the premises. Aid dogs are an exception.
- 4.2. Aggression (physical or verbal), offensive language or behaviour towards any of The Independent staff or other customers will not be tolerated.
- 4.3. 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.