SIGNATURES
BUFFET

GROUP BOOKING TERMS & CONDITIONS

Applicable to all bookings of 15 or more guests on normal trading days. Special Event days such as Mother's Day, Father's Day and Christmas Day are excluded from this policy. Please refer to the Special Event day's policy.

To ensure we can provide the best possible dining experience for all our guests, the following terms and conditions apply to all reservations of 15 or more guests.

1. Booking Confirmation
All bookings are subject to confirmation by the restaurant. By confirming a reservation, the person making the booking agrees to these terms and conditions on behalf of the entire group.

2. Deposits
• A deposit of $100 is required to secure the reservation.
• The deposit will be deducted from the final bill on the day of the booking.

3. Final Guest Numbers
• Final guest numbers must be confirmed with the restaurant no later than 48 hours before the scheduled booking date and time.
• The confirmed guest numbers will be used to plan seating, staffing and food preparation.
• Any requests to reduce or increase guest numbers must be communicated before this deadline and are subject to restaurant approval and availability.

4. Payment for Confirmed Guest Numbers
• On the day of the booking, payment is required for the full number of guests confirmed 48 hours before the reservation, regardless of the number of guests who attend.
• If fewer guests arrive than the confirmed number, the group will still be charged for the full confirmed guest numbers. No refunds, credits or reductions will be provided for guests who do not attend or for last-minute reductions in numbers.
• The $100 deposit will be deducted from the final total payment owing.

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5. Cancellations

- Any cancellation must be communicated directly to the restaurant as soon as possible by sending an email to signaturesbuffetmerrylands@gmail.com
- The time the email has been received will be used to determine the 48 hour period.
- Cancellation 48 hours or more before the booking date:
- The $100 deposit will be issued as a credit note.
- Valid for 3 months from the original booking date.
- The credit note is non-transferrable and may only be used by the person who made the original booking
- Credit notes are not redeemable for cash or on card.
- Expired credit notes will not be accepted, and extensions will not be granted.
- The credit note must be presented and referenced when making a new booking
- Cancellation less than 48 hours before the booking: The $100 deposit will be forfeited, and no credit note or refund will be issued.

6. Changes to Bookings

- Requests to change the booking date, time or guest numbers are subject to availability and restaurant approval.
- Reductions in guest numbers must be requested no later than 48 hours before the scheduled booking date and time. Requests made after this deadline will not reduce the number of guests charged for on the day.
- Any changes to a booking deposit or credit note are subject to the cancellation terms outlined above.

7. Late Arrivals and No-Shows

- Guests are expected to arrive at the agreed booking time.
- Late arrivals may affect the restaurant's ability to accommodate the group or maintain the planned dining arrangements.
- The 90 minute dining time will not be extended for late arrivals.
- Your booking will be held for up to 30 minutes after the booking time.
- Failing to arrive by 30 minutes will result in forfeiture of deposit
- Guests who fail to attend on the day will still be included in the final confirmed guest numbers for billing purposes.

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8. Acceptance of Terms

- The person making the booking confirms they have read and accepted the Group Booking Terms and Conditions.
- The person making the booking confirms they are authorised to make and pay the deposit for the reservation on behalf of the party
- The person acknowledges all of the points written above
- The person making the booking agrees to communicate the relevant conditions to the other guests

We appreciate your understanding and cooperation and look forward to welcoming you and your guests.

For any questions or changes to your group booking, please contact the restaurant directly.

Thank you

Signatures Catering Management.