SIGNATURES
BUFFET

SPECIAL EVENT DAY'S BOOKING TERMS & CONDITIONS

Applicable to all bookings on nominated special event days such as, but not limited, to Mother's Day, Father's Day and Christmas Day.

To ensure we can provide the best possible dining experience for all our guests, the following terms and conditions apply to all reservations on special event days.

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.

2. Pre-payment
- Full pre-payment for total booking numbers is required to secure the reservation.
- Partial payment will not be accepted

3. Final Guest Numbers
- The guest numbers paid for during the booking will be used to plan seating, staffing and food preparation.
- Any requests to reduce or increase guest numbers must be communicated before 48 hours and are subject to restaurant approval and availability.

4. 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:
  - Full refund will be provided to the original person who paid for the booking
  - Where possible, refund will be processed via the original payment method
  - The person will need to provide proof of identity
- Cancellation less than 48 hours until the day of booking:
  - Credit note will be provided in lieu of a refund.
  - 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

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6. Changes to Bookings

- Reductions in guest numbers must be requested no later than 48 hours before the scheduled booking date and time.
- A credit note will be provided in lieu of a refund for requests made after this deadline

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 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 attend a pre-paid booking with no notice will result in forfeiture of any refund or credit note

8. Acceptance of Terms

- The person making the booking confirms they have read and accepted the Special Event Booking Terms and Conditions.
- The person making the booking confirms they are authorised to make and pay 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, cooperation and look forward to welcoming you and your group.

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

Thank you.

Signatures Catering Management