

# General Policies

We pride ourselves in providing  
the best dining experience

In order to deliver on this,  
here are our terms and conditions

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## A. Menus

### 1. Menu Changes

The Falls Restaurant operates a seasonal business. Product and stock fluctuate in price all the time. Due to this fact, please be aware that menus you may have received are subject to seasonal variation and price changes accordingly.

### 2. Splitting a Meal

If you wish the chef to halve a meal onto two separate plates, we charge \$3 for this service; however we are happy to provide an extra plate and cutlery free of charge.

## B. Booking Enquiries

A confirmed booking guarantee's you a table and priority service. From time to time we experience high demand levels and as we are a fresh food supplier, we can unfortunately run out of popular menu items at any time. We usually ensure good stock levels to avoid this but once in a while it happens. Please understand when this does happen as it is not intentional.

### 3. Process Timelines

Monday to Friday, bookings are taken and processed via e-mail from 10 am until 11 am then 2pm until 4 pm. Bookings will not be processed out of these times.

### 4. Maximum numbers

If a group booking for an a la carte sitting exceeds guest numbers of more than 12 persons, it is classified a function. Terms and conditions apply to these bookings and must be organised with the functions co-ordinator.

### 5. Confirming a Group Booking of more than 10 guests

If your booking is larger than 10 guests we require your credit card number to be held on file which is recorded on your event sheet to confirm your booking, otherwise you are welcome to pay a non-refundable \$160 holding fee which is deducted off your final bill at the end of your booking. Contact us for further details regarding this. Please note one account per table.

### 6. Casual last minute function booking & menu of over 20 guests

If you have a last minute function to organise we may be able to take your booking within our service scope. Bookings larger than 20 can be set up in the conservatory and a charge for set up is \$90 which pays for 1.5 hours. Any longer and a further \$90 is charged per hour or part thereof.

If the booking is larger than 20 guests it is a function and we cannot offer a la carte. Serving an a la carte menu will have service delays and the meals will be served staggered because the a la carte menu is not designed for efficient service of large groups hence why we offer workable menu's which can be delivered within a reasonable service time.

#### We can offer set menu:

- LUNCH: \$25 pp Professional lunch menu – order on day
  - DINNER: \$55pp Function Menu 3 checkerboard
- These include set up/break down fee (no private room however)

Please Note: Slight variation to the set menu can be expected depending on food availability and the last minute nature of the booking – it is at the chef's discretion what is served in cases of limited food options – please discuss with Maître d

### C. Parking

The Falls Carpark is owned by Auckland City Council. If you have any grievances with the parking please take it up with Auckland Council 09 301 0101

#### 7. Free 2 hour

Along the kerb running alongside the building in the Falls car park, there are 12 free 2 hour council car parks. Please ensure you keep an eye on your time there as the council parking wardens do issue parking tickets.

#### 8. Paid all day

In the main car park is longer stay parking. This is all day for \$4. If you think your stay will be longer than 2 hours please park there. Often the machine is not able to take electronic payment so it is our recommendation that you **bring coins** to deposit in parking machine.

### D. Payments

#### 9. One Bill per Table

This policy is on every menu page and on every website download menu. We do not accept individual payments by item or split payments.

We roster a certain amount of staff per section and cannot predict when it gets extra busy. If a staff member is off their section to take split payments, this unfairly impacts on seated guests waiting for their waiter to serve them and splitting payments is a long process.

One bill per table or evenly split (within reason, if it is a large booking, the maximum of 2 payers, if it goes over the 2 payer threshold, there is a \$2 fee per person on-top of bill portion).

It is the organiser's responsibility to make sure the entire bill is settled and must ensure the balance is paid in full.

**No cash out sorry** - our till holds a certain amount of change so we recommend that you advise your group to bring cash to pay to the bill payer before presenting complete payment at the till for settlement.

#### 10. Method of Payment

*Accept* - Cash, EFTPOS, Visa and MasterCard.

*Not Accept* - Amex & Diners' card and Cheques.

### E. House Keeping

#### 11. Toilets

Access from the hall corridor, under the stairs.

#### 12. Fire exits

Located in the 5 following places:

- a. The Front door
- b. McLeod's Room through French doors
- c. Through the middle room, called the Michaels Room
- d. Through Catherine Room towards the Courtyard
- e. In the Conservatory heading out to the Courtyard
- f. Through the Kitchen towards the car park

## F. Vouchers

### 13. Purchased gift vouchers

All purchased vouchers expire 6 months from the issue date – no exceptions or allowances – an expiry date administration accounting charge is applied against your voucher value to process it (we do prefer the voucher is redeemed and enjoyed by the recipient)

*Terms & Conditions:*

- a. Cannot be used in conjunction with any other offer
- b. No cash back on leftover amount
- c. Bookings essential citing voucher number upon booking
- d. If this is a gift, please inform your recipient of the 6 month expiry date
- e. It is the redeemers responsibility to ensure the voucher is used before the expiry date

### 14. Promotional vouchers

Promotional vouchers are an extension of good will and are intended to be a fun way of recognising our customers and community. They are considered cash, as presentation of a voucher exchanges goods and services, so conditions apply to promotional vouchers.

*Terms & Conditions:*

- a. For all promotional vouchers the above policies (12) apply
- b. Booking in advance is required to redeem the voucher. If no booking has been placed, voucher cannot be redeemed (with exception to coffee vouchers)
- c. From time to time, promotional vouchers have no expiry date; the 6 month from issue date will be adhered to vouchers
- d. One voucher presented per booking only and not to be used in conjunction with any other voucher or offer
- e. Vouchers are non-transferrable

### 15. Cancellation of vouchers

The Falls Restaurant reserve the right to cancel any vouchers if:

- a. The staff suspect the voucher was obtained or reproduced illicitly
- b. The voucher has no date of expiry or issue date documented on voucher butt
- c. The voucher date has expired
- d. The voucher cannot be validated by serial number or management signature
- e. Proof of purchase cannot be validated
- f. If a promotion has ceased or is no longer running

## **G. General Terms:**

### **16. Alcohol**

Any alcohol purchased on premises must remain in the building. The law is very clear on this and the fines are heavy. To avoid confusion, please inform your guests as we uphold the conditions of our licence without compromise.

### **17. BYO**

There is no BYO.

### **18. Food**

No food can be removed from the premises. This is a health and safety compliance issue. Food is not to be brought in by guests.

### **19. Self-Catering**

No food is to be brought into The Falls Restaurant. Self-catering is not permitted.

### **20. Cake Charge:**

If a celebration cake is a part of your booking, there is a charge for this. See quotes and charges

### **21. Damages**

Any breakages or theft will be charged to your account. This includes glassware and crockery.

### **22. Coffee**

Please be aware, in order to produce large volumes of espresso coffee, expect a delay as this can take a while to make. e.g. 1 minute per coffee / 20 coffees = 20 minutes.

### **23. Guest Behaviour**

Should guests act in an improper or disorderly way, or refuse to comply with reasonable requests from our staff, The Falls reserves the right to terminate your stay or event. Should this occur, no monies will be refunded to you. The manager's decision is final.

We are a private establishment and reserve the right to remove any customer that is being rude or disruptive

### **24. Punctuality**

Please arrive on time as we only allow a 15 minute window before your booking is moved down the priority list.

### **25. Delays**

The Falls Restaurant can experience high demand during certain periods, please allow for a longer stay when this occurs (this means delay in meals)

### **26. Organiser Responsibility**

With large groups, management will only liaise with one host or organiser for that booking. This ensures that the line of communication flows through one person. This also includes payments.

### **27. Reduced Menu for Large Groups**

Groups larger than 15 we offer a reduced menu at a single cost per person, particularly if you are time constrained and need meals delivered at a specific time. If you do request a specific time, meals will be delivered on the table on the agreed time.

### **28. Licensing Hours**

We call for last drinks at 11.30 pm and close the Restaurant at 12 am in compliance with our liquor licence; we must have guests leave at that time.

### **29. Disabled Customers**

The Falls Restaurant operates in an historical building. Most of the restaurant operates on ground floor however the boardroom is up 2 flights of stairs. Please keep in mind we are unable to facilitate disabled persons in that room due to fire risk & access.

**THE FALLS RESERVE THE RIGHT TO REVISE ANY  
TERMS, CONDITIONS & POLICIES AT ANY TIME**