

Christmas Day Bookings

Christmas Day at 'The Falls' is popular and we book out quickly by November. Please understand that it is a busy day and our staff are working as hard as they can to deliver a great Christmas experience.

Terms

1. Offer:

- a. Special 'Christmas Day' 4 course menu for one price
 - i. Adult price \$129 pp
 - ii. Children price \$69 pp
- b. Any extras will be charged at list price
- c. 2 booking times only of 11.30 am and 1pm
- d. No swap out for any meal item

2. Service

- a. The offer is for sitting time of 11.30am: orders must be in by 12pm; and sitting time of 1 pm... last orders in before 1.30 pm. Orders are to be in by 30 minutes after booking time irrespective of your arrival time to ensure kitchen can process orders in a timely fashion. For a timely meal arrival, we recommend you make a prompt meal order to ensure a normal wait time on meals.
- b. Meals can take up to 45 minutes to be processed in the kitchen due to the heavy bookings. We will endeavour to make your meal as quickly as possible but please be aware that the times may be longer than usual

3. Location

- a. Conservatory
- b. Michaels Room
- c. McLeod's Room
- d. Norcross Room

Outside is not booked due to weather unpredictability, however on the day if we are able to, you can choose to move your booking outside.

4. Set up

We will customise the set up for whatever your booking number is confirmed.

You will receive:

- a. Fully linen table clothed
- b. Restaurant set up
- c. Christmas themed decorations
- d. Christmas crackers
- e. Christmas themed music

Conditions

5. Arrival Time

Strict adherence to booking time arrival is essential. We allow for 2 hours per sitting for guests. If you or guests are running late this shortens your duration of stay as some tables are double booked and we keep to the deadlines. In the case of sometimes guests running late, we will continue service as usual, take orders and when the late guests arrive, will take their order on arrival, or alternately you can contact your late guest and they can order over the phone. If your entire group arrive late, the booking will be moved down in the priority que.

6. Menu Changes

The menu is subject to change at chef's discretion due to product availability

7. Vouchers

The Falls Vouchers can be accepted for this offer

No Entertainment Book vouchers can be accepted on Christmas Day

8. Bookings Confirmed & Deposits

Upon booking, 50% of the full price is to be deposited to confirm your booking. If the deposit has not been paid, your booking is not confirmed. Booking time & final guest numbers must be confirmed via e-mail and finalised 3 weeks prior to Christmas Day (4th December 2015) to which a further 25% deposit is required for stock supply.

- a. All dietary requests must be detailed by e-mail in advance due to the sensitivity of preparation and availability of special stock-once booked, it is non-refundable

9. Internet Banking

All payments made by internet banking must be confirmed. When the payment has been confirmed and cleared by our bank is when the payment will be processed.

10. Increase in guests

For an increase in guest number we require 48 hours' notice for staffing and stock requirements. If guests are increased on the day from previously confirmed numbers, we will endeavour to produce a meal as quickly as possible however, delays may occur for additional meals and these may vary from availability

11. Reduction in guests

If confirmed guest numbers are to be reduced by after confirmation or guests do not arrive on Christmas Day, the 50% deposit is counted as a loss of business and administration fee. Please ensure guest numbers are accurate. This fee is stand alone and cannot be used offset the final bill.

12. Booking Changes

The Falls reserves the right to amend the booking to suit the serviceability of your booking. This includes:

- a. Room location
- b. Staffing requirements
- c. Room hire
- d. Stock & equipment

13. Credit Card Deposits

Please note payments and deposits made via credit card will incur a 2% service fee. Diners' and Amex card and Cheques are not accepted.

Christmas Day - Terms & Conditions – October 2015

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14. Split Payments

No split payments-one bill per table. It is the organiser's responsibility to make sure the bill is settled. We recommend that you advise your guests to bring cash to pay to the bill payer before presenting complete payment at the till for settlement.

15. Cancellations

If the booking is cancelled 2 weeks from Christmas Day, 30% of the total booking amount fee is non-refundable and will be put towards as a loss of business and administration fee. If the booking is cancelled 1 week prior to Christmas Day, the entire 50% deposit is non-refundable and is put towards loss of business and administration fee.

16. Refunds from cancellations

Refunds cannot be processed 2 weeks prior to Christmas Day or during our close down period and will be processed when business is resumed in mid-January.

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

