GROUP AND FUNCTION RESERVATIONS AND CANCELLATION POLICY

Reservations for groups (eight or more people) and special functions may be made in advance with an approximation of guests. However, your reservation is considered tentative until paid in full. Payment in full and confirmation of guest numbers is required two weeks prior to your reservation date. If payment in full is not received two weeks prior to your reservation date, your booking date will be made available to other customers.

CHARGES AND PAYMENT

- In person at the Campus Payments Counter 9am – 4pm. We accept EFTPOS, cheque, money order and credit card (Visa or Mastercard). NO CASH will be accepted. Cheques and money orders are to be made payable to TAFE NSW.
- Over the phone by credit/debit Visa or Mastercard.
- By mailing a cheque or money order to the Restaurant Reservations Office. See mailing addresses opposite (a receipt will be mailed to you after your mailed payment has been processed).

PRICING

Prices may be varied without notice due to seasonal fluctuation of product costs.

CONFIRMATION OF RESERVATION

Your reservation may only be confirmed once full payment has been received.
RESERVATION CANCELLATIONS
If you need to cancel your group or function reservation, the following conditions will apply (as per NSW treasury guidelines):

- If you provide notice of more than 14 days, the full amount paid will be refunded.
- If you provide notice of less than 14 days, cancellation fees will be charged as per below:
  - Pittwater and Ambassador: $15 per person
  - Fusion: $10 per person

Please note that the per person cancellation fee also applies where the reservation is not canceled but a request is made within the two week period prior to the reservation date to decrease the reservation number.

The group or function organizer is responsible for advising cancellations and for payment of any cancellation fees incurred.

SPECIAL REQUESTS
Special requests such as dietary requirements, seating, or to bring your own music, must be included with your booking, two weeks prior to the reservation date.

LICENSING ARRANGEMENTS
Ambassador: fully licensed, BYO not permitted.
Fusion: BYO permitted
Pittwater: fully licensed, BYO not permitted.

COMMENCEMENT AND DEPARTURE TIMES
The group or function organizer agrees to and assumes responsibility for the timely arrival and departure of guests of the training restaurant at the times scheduled for the reservation.

Note: the training restaurants only operate on selected days during each semester. Contact the individual restaurant for available dates for lunch or dinner.

EQUIPMENT HIRE
Some equipment hire is available (lectern, microphone, projector and screen, DVD/VHS player and TV).
Requests for equipment hire must be made two weeks prior to the reservation date. A quote for equipment hire will be sent to you for consideration. Payment in full must be made two weeks prior to your group or function reservation date.

Whilst attending the restaurant, equipment must not be moved, sound and lighting levels must not be modified except by request to, and with the permission of, the teacher on duty. Please note that we reserve the right to refuse any request which may cause discomfort to other guests, who may or may not be part of your group or function reservation, or which is detrimental to service provision within the restaurant.

SECURITY
TAFE NSW Northern Sydney will not accept responsibility for the loss or damage to any equipment or property left on the premises including motor vehicles prior to, during, or after the reservation.

COMPLIANCE
Customers are responsible for conducting themselves in an orderly manner. TAFE NSW Northern Sydney reserves the right to intervene if necessary.

No person under the age of 18 years will be served with alcohol. A valid proof of age identification or driver’s license must be provided when requested.

Persons who are intoxicated or showing signs of intoxication will not be served alcohol and will also be asked to leave the premises.

DISPLAYS AND SIGNAGE
No items are to be attached or pinned to the walls or any area in the restaurant, without prior approval.

DAMAGES
The group or function organizer will assume responsibility for any and all damages caused during the reservation by any of their guests, whether in the training restaurants or in any part of TAFE NSW Northern Sydney grounds.