

VALENTINES

FULL TERMS AND CONDITIONS

Bookings

- Valentines respectfully reminds guests that verbal, written or electronic reservations constitute a legal binding contract.
- Bookings are essential, to avoid disappointment we suggest to book in advance. Walk in customers will be accommodated on a first come first serve basis.
- Bookings are not finalised until the restaurant makes a point of contact to confirm or a deposit has been made.
- Additional guests over the numbers confirmed will be charged at the per head amount agreed.

Online Booking Confirmation

- Please note online reservation is not a confirmation of your booking. **A Minimum of 24 hour notice is required.** The restaurant will make contact for confirmation.

Deposits

- Bookings of 15 or more customers require a \$20 deposit per person
- Deposits must be paid prior to the specified times, or the booking will be cancelled.
- All Bookings on Promotional Days require 50% Deposit- Valentines Day, Mothers Day, Fathers Day, Christmas Day.

Bill Payment

- **FULL payment is required at ALL times.**
- Valentines reserves the right to determine customers to pay at either the start or end of their dining time.

Products and Promotions

- Weekend pricing applies on all Public Holidays.
- During promotional days and seasonal offers, special menus and pricing applies
- Special days includes but is not limited to:- Valentine's Day, Mother's Day, Father's Day and Christmas Day.
- Buffet items may change from time to time depending on availability and seasonality and promotions.
- No personal food or drink items is not permitted inside the restaurant.
- If you have a food allergy, intolerance or sensitivity, please inform the Manager upon arrival.
- Valentines cannot guarantee that our dishes are 100% free of all allergens because our products are prepared in the same kitchen and there is NO guarantees from our Suppliers.
- Valentines has no control over and accepts no responsibility in respect of products served that may cause an allergic reaction.

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Takeaway & Wastage

- No Takeaways allowed, all food to be consumed in the dining area.
- Valentines reserves the right to charge customers extra for any unreasonable food wastage.

Alcohol Policy

- The Sale and Supply of Alcohol Act 2012 states that food is available for purchase in order to consume alcohol on the premises.
- Please do not be offended if we ask for ID if you look under 25.
- Types of ID's permitted: Valid NZ Driver's License, Valid Passport or a Valid Kiwi Access Card (18+ Card)
- The restaurant reserves the right to refuse service of alcoholic drinks.
- Valentines does not allow BYO beverages.

Smoking

- All Valentines Restaurants are smoke free as per The Smoke Free Environments Act 2003.

Children Supervision

- Children must be supervised at all times.
- Valentines does not take any responsibility or liability for any incident caused by any unattended children.
- Valentines reserves the right to claim for any damages caused.

Dress Code

- A smart casual dress code is required at all times.
- Gang affiliated clothing or offensive material will not be tolerated in the restaurant.
- Footwear must be worn at ALL times.

Lost & Found Property

- Any property left behind by the guest, will be kept on the premise for 14 days (2 weeks) before the property is discarded.
- Valentines holds no responsibility for any property lost/stolen due to customer carelessness during their dining time.

Feedback and Complaints

- Complaints and feedback are dealt with in accordance to the Valentines complaints Procedure.

Customer Code of Conduct

- Valentines consistently aims to maintain high standards. In the interests of the enjoyment and wellbeing of our customers and staff we do not permit the following:
 - i. Any intimidation of our customers or staff by other guests or individuals
 - ii. Unsociable behaviour that is detrimental to the Valentines family environment

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Privacy policy

- When you visit Valentines website, you may be asked to provide and you may choose to provide personal information such as your name and email address, phone number, etc. Your information will be maintained in accordance with the Privacy Act 1993. We may use personal information collected on our website for purposes such as, mailing of product information, market and product analysis, marketing in general or special offers.
- Any information you share may be stored, processed, and, if necessary, passed onto other entities within our organisation or our service providers. The information collected through our website is held and controlled by us, related parties and by contractors who may include third party service providers such as but not limited to email services.
- Valentines will not be held responsible for any breaches of security caused by third parties and does not guarantee that the website is completely secure.

Marketing Communication

- Valentines lawful ground of processing your personal data is to send you marketing communications with your consent.
- Our legitimate interests are namely to grow our business.

In the event of any dispute, Valentines reserves the right to make the final decision.