

# Bookings Policy

## Bookings

We strongly recommend booking in advance to ensure you dine at your preferred time and to meet any specific requirements as best possible. When a reservation is made, the table is yours for the whole of service unless notified at time of booking that we will need the table vacated by a specific time. However, should you arrive more than 30 minutes after your booking time without forewarning, then you may lose your table to another group. We ask that you are ready to be seated at the time of your reservation. Should you arrive after your booking time, we may need to hold you back to a later time to ensure the best possible level of service to all our guests.

It is essential that we are notified of any specific dietary requirements prior to your visit to ensure that we can cater for you appropriately. If you have not informed us at the point of booking, please contact the restaurant to discuss your requirements with a member of our team.

Tables are allocated on the day by the restaurant team, and although we will do everything we can to assign a table in your preferred area of the dining room, we cannot guarantee specific seating requests.

## Deposits

The Bridge Inn Hotel's continued viability relies on reservations being honoured by our customers and adequate notice of any changes or cancellations; therefore a deposit policy is in place. All bookings of 20 persons or above require a \$5.00 deposit per person. This deposit is an essential requirement of the large booking process and must be paid at the time of booking to ensure it is secured. The deposit will be deducted from the total bill or on request by the initial payee. Deposits can be either payed in the venue at reception or via the phone on (03) 9037 1800 with a valid MasterCard/Visa/American Express.

## Final Numbers

Final guest numbers are due preferably one week prior to the booking, or at the very latest 24 hours prior. Where possible, The Bridge Inn Hotel reception team will actively manage restaurant bookings by checking attendance and confirming guest bookings as frequently as necessary. Failure to advise on such changes will incur a cancellation fee that is deducted from the initial deposit.