



## MUSE RESTAURANT BOOKING/CANCELLATION POLICY

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Thank you for choosing to dine at Muse Restaurant, at Hungerford Hill Winery, Pokolbin.

All guests attending Muse Restaurant are subject to our booking policy and cancellation terms, which are

- Reservations are essential to dine at Muse Restaurant.
- All guest must adhere with all timing and party size requirements that are applied to Muse Restaurant reservations. This will include booking arrival and departure times.
- A credit card guarantee will be required to place a reservation. A \$70 per person cancellation fee will be pre-authorized upon your provided card when your details are recorded, this pre-authorization will clear 24 hrs post visit. We do not process this as a deposit to your card, however, should you need to cancel your reservation or reduce the numbers in your party, you must give at least 24 hrs notice. Failure to do so will incur a cancellation fee of \$70 per person cancelled\*. We ask for written evidence of all cancellations, submitted via email to [muse@musedining.com.au](mailto:muse@musedining.com.au)
  - Failure to arrive for your booking will also incur a charge of \$70 per person.
- All reservations made at Muse Restaurant must be reconfirmed prior to the booking. We will endeavour to contact you, however, should we be unable to reach you, please call us to confirm your booking. We reserve the right to cancel your unconfirmed booking at our discretion and without notice.
- Muse Restaurant offers a Four Course Menu format, priced from \$140 per person\* only.
- **CHILDREN:** We advise that Muse Restaurant is a formal fine dining environment which is intended to be for adult diners only. Muse Restaurant should not be considered an appropriate venue to bring children to. Facilities such as play areas and children's menus are not available at Muse Restaurant. As such, our team recommends that children, including infants, should not be included in your reservation. All children that do join you at Muse Restaurant are offered our full four course menu, charged our full menu price\* (regardless their of age). Be aware that an open fireplace and kitchen are both within our dining room, Children's safety must be prioritised by their parent/guardian and are always the responsibility of their parent/guardian. We ask that consideration be shown for your fellow guests by ensuring children remain seated at their table whilst dining at Muse and for noise levels, including those from electronic devices, are to be kept at a minimum.
- We require all guests to sign-in to our guest QR coded registration system upon arrival to Muse Restaurant. This a mandatory requirement by NSW state government and failure to do so will result in refused entry. We also recommend that all guests download and activate the Australian government COVID-19 tracking app before visiting our venue.
- Guests are required to adhere with COVID-19 safe dining instructions implemented by Muse Restaurant staff during their visit. These government regulated dining requirements include preventing "mingling" and service of alcohol when guests are not seated at their delegated tables. Signage, including floor markings will be throughout our venue, which we ask you to follow. **Everyone has an obligation to cancel their reservations and stay at home while displaying any symptoms, such as fever or coughing, our visiting from an area that has current travel bans.** Muse Restaurant staff have the right to refuse service and insist that anyone that does not comply, leave the premises immediately.
- All guests and staff members at Muse Restaurant are to be treated with consideration and respect. Behaviour that is deemed inappropriate will not be tolerated.
- A discretionary 8% service charge is applied to all tables of 10 to 30 guests (reducing to 5% for groups of 31 guests onward) as a gratuity paid directly to our staff.
- Surcharges apply on public holidays and for AMEX transactions.

\*Menu price and cancellation fees are subject to change without notice.

*Thank you for choosing to dine with us. We look forward to welcoming you to Muse Restaurant.*