



MUSE RESTAURANT BOOKING/CANCELLATION POLICY

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 guests must adhere with all timing and party size requirements that are applied to Muse Restaurant reservations. This will include booking arrival and departure times.
 - Muse Restaurant offers a Four Course Menu format, priced from \$140 per person*.
 - **Reservations up to and including 14 guests.**
 - A credit card guarantee will be required to place the reservation. A \$70 per person cancellation fee will be pre-authorised upon your provided card when your details are recorded to guarantee your booking. This pre-authorisation 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*. Failure to arrive for your booking will also incur a charge of \$70 per person.
 - **Reservations of 15 to 24 guests.**
 - To place the reservation a \$70 per person deposit* will be required and charged to your provided card when your details are recorded. Should you need to cancel your reservation or reduce the numbers in your party, you must give at least 7 days notice, after which your deposit will be non-refundable. The menu offered for reservations of this size will be a pre-set format and based off the Muse Restaurant four course menu unless otherwise stated*.
 - **Groups of 25 guests and above.**
 - Classified as a function reservation. The Muse Restaurant Function booking sheet and will required to be completed and returned to Muse Restaurant and a 25% deposit must be paid to secure the reservation. The menu offered for reservations of this size will be a pre-set format and based off the Muse Restaurant function menu options provided by our team upon inquiry*. Function reservations will be subject to the terms and conditions specified within the function booking sheet.
 - **A discretionary 8% service charge is applied to all tables of 8 to 30 guests (reducing to 5% for groups of 31 guests onward) as a gratuity paid directly to our staff.**
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- 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.
 - **We ask for written evidence of all cancellations, submitted via email to muse@musedining.com.au**
 - **CHILDREN:** *We advise that Muse Restaurant is a formal fine dining environment which is intended to be suitable for adult diners only. Because of this, Muse Restaurant should not be considered an appropriate or comfortable 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 it is best that children, including infants, should not be included in your reservation. When children do join you at Muse Restaurant, they are offered our full four course menu and are charged our full menu price* (this will still apply if the child does not to eat from our menu during your visit). 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.*
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- **COVID-19 Compliance:** Upon arrival to Muse Restaurant, it is required that all guests sign into the Muse Restaurant COVID-19 guest registry. A QR code will be provided to access this from your personal device. The Muse Restaurant team will also have a registration webform on stand-by for guests unable to check in with the QR-code. Guest check-in is a mandatory requirement by NSW state government and failure to do so will result in refused entry to Muse Restaurant. 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. 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.
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- 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.
 - Muse Restaurant has a Non - Smoking Policy.
 - We adhere to a strict house policy and responsible service of alcohol. Management reserves the right to refuse entry or the serving of alcohol.
 - 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.