

# DINING INFORMATION

## TERMS AND CONDITIONS

### Menu and Pricing

- For dining reservations over 16 persons, all parties are required to order from a set menu for ease and speed of service to all parties.
- Please advise of all dietary requirement upon booking. Please note, as we operate and prepare food in a commercial kitchen we cannot guarantee against allergic reaction.
- Gluten free menu will be provided upon request.
- For wines NOT on our wine list a corkage fee of \$25 per bottle applies. The Crafers Hotel does not take responsibility for the loss or damage of any items.
- Changes to our menus are at the discretion of The Crafers Hotel. All prices include 10% GST.

### Cakeage

- We welcome you to bring your own celebration cake. A charge of \$25 per table applies and The Crafers Hotel will present cake on a platter with cutting knife, cake plates and forks. Any further service will be charged on application.

### Seating Requests

- We will do our best to accommodate your table requested area, however we are unable to guarantee this.

### Decorating

- In the event that you wish to use decorations for you booking, we do require decorations to be of a discreet nature and to be located only on your booked table, as you are dining in a public space. We please advise no Table Scatters and no helium balloons.

### Deposit and Confirmation

- A \$10 per head holding deposit is require to confirm your reservation for groups of 10 or more.
- For special dates and events you may be required to pay the entire menu/ package price in advance.
- A holding deposit will be refunded upon arrival of all number of guests booked or it will be deducted from your final bill.
- Management reserves the right to withhold deposits should all guests fail to arrive as booked.

### Payment

- Cash bar facilities can be provided for beverages on request.
- The Crafers Hotel are prepared to do split bills when pre arranged, however, all bills must be settled in full upon conclusion of the reservation. The Crafers Hotel accept payment by cash, Mastercard, visa, or Amex. Sorry, no cheques accepted.

### Cancellation Policy

- The Crafers Hotel will retain the deposit as a cancellation fee, if less than the minimum notice of 48 hours (2 days) prior notice is given.
- At this time, should you booking decrease in numbers by 50% you will incur a loss of 50% of deposit. This will be charged as a no show fee and cannot be used as any credit.

### Special Dates/Events

- Special dates (NYE, New Years Day, Melbourne Cup, Valentine's Day, Easter, Mother's Day, Father's Day, Boxing Day, Queen's Birthday, Labour Day, Adelaide Cup day)
- Minimum 3 days cancellation notice or deposit and ( ticketed/set menu/ package) price is forfeited.



THE  
CRAFERS  
HOTEL  
EST. 1839