

# HALF AND HALF

## **Restaurant Booking and Cancellation Policy**

The restaurant at Half and Half is open for lunch between 11am and 11pm, Wednesday to Saturday. We can seat up to 60 guests during lunch and dinner to be able to accommodate so many guests to ensure that you receive the best level of service from us, and we do ask that once you have secured a reservation at a particular time that you adhere to that time.

We strongly recommended that groups reserve a table in advance by contacting the team directly. Tel: 0212088681 Email: [hello@saborcafe.co.nz](mailto:hello@saborcafe.co.nz).

If a reservation is made then the table is yours for the whole of service and we do not normally ask you to vacate a table. However, should you arrive more than 30 minutes after your booking time without forewarning, then you may lose your table to another group.

We would respectfully 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 allocate a table in your preferred area of the dining room, we cannot always guarantee this.

## **Payment Information**

1. Any bookings paying on a University account must provide the correct account code at the time of booking or in advance of coming to the restaurant.
2. Post Charge methods of payment to local motels must be charged correctly via prior consultation.
3. We do not have Paywave at Half and Half, please ensure you have a physical card with you.
4. Credit card Transactions incur a 2.5 % surcharge which is a fee which ANZ bank charged us and this is charged forward to the bearer of the bill.
5. Half and Half reserves the right to expect full payment on the day of any bookings made with us.

## Cancellation Policy

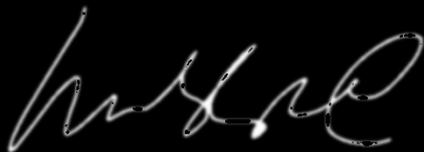
The restaurant's continued viability relies on reservations being honoured by our customers, and adequate notice being given of any changes or cancellations.

Accordingly, the following applies:

1. We reserve the right to charge a cancellation fee for any booking that is cancelled, or if numbers are reduced without prior notice of 24 hours
2. For all bookings, you must notify us of a cancellation or any changes to the number of guests at least 24 hours prior to your booking.
3. Half and Half reserves the right to charge a cancellation fee of \$99 per person for any bookings changed or cancelled within this 24-hour notice period.
4. The cancellation fee reflects the cost incurred by Half and Half terms of staffing, food, and any lost revenue as a result of turning away other potential bookings.
5. Our cancellation policy is available on our website, and this is verified on txt message to visit our website when a booking is made.
6. Any bookings which fail to turn up without any prior notice, will also incur a \$99 per person fee.

If you have any opposition against our policy, feel free to contact me directly.

Kind regards



**Hussain Sabori** | BIHM | PGDiplHM | MBM |

**Founder and Director**

M. 021 2088 681

P. (+64) 07 871 2095

E. [hsabori@hotmail.com](mailto:hsabori@hotmail.com) / [hello@saborcafe.co.nz](mailto:hello@saborcafe.co.nz)