



THE DECK GROUP BOOKING POLICY

The Deck crew request credit card details to secure dining reservations for 8+ guests.

There is a 24 hour window for cancellations.

Guests can cancel their reservation by calling The Deck crew on 9783 1003.

If guests are a no show a \$20 dishonour fee will be charged to the credit card at the end of the evening. 15 minutes after the reservation time the table can & will be given to customers on the waiting list.

For all reservations for 20+ guests we require credit card details to secure the reservation. If your entire crew fails to show up for a reservation, we will charge a loss of sales fee to the credit card provided @ \$20 per person. For example if you book for 22 guests & 22 guests did not arrive for the reservation, \$440 will be charged to the card provided.

If, at the time of your reservation, you have more than 2 people that do not show up, we will charge a loss of sales fee for each person that has not arrived. We offer a 2 person no show grace. For example: if you book for 30 guests, and 28 arrive that's fine..... no cancellation fee. If only 25 arrive, we will charge \$60 (3 guests) to the credit card provided as a loss of sales fee.

If you notify us 24 hours prior to your reserved time that your numbers have changed we will not charge this fee.

Credit cards are processed securely.

Any reservations for 30+ guests will be considered to be a function.