

FARMGATE RESTAURANT RESERVATIONS POLICY

MORE THAN A MEAL!

At Farmgate Restaurant, we aim to provide “more than a meal” – we want our customers to enjoy the true meaning of hospitality as we endeavour to make your visit relaxed, efficient and enjoyable. Our goal is to provide a clean comfortable space with quality food and drinks served in an efficient and friendly manner. We value return business from many customers and look forward to meeting new guests – whether residents from Nowra and surrounds or visitors to the Shoalhaven.

DIETARY REQUIREMENTS

If you have any dietary requirements please mention these when making your reservation. Please also let our staff know when ordering if you have a food allergy or dietary requirements. We will do our best to prepare appropriate food, however, we do have all major allergens in our restaurant kitchen.

CHILDREN

Children are welcome at Farmgate Restaurant. Please inform us (by including them in the booking numbers and notes) if you need to have a push chair, pram or capsule in the restaurant so we can make space for these. Highchairs are available – please inform us at the time of booking if you need one. Children’s menu is available for children primary school age or below. Meals are smaller serves suitable for smaller children.

SEATING REQUESTS

We do our utmost to seat your group as requested, however, seating configurations are dependent on the number of people booked for any one service. The restaurant has unique tables which are not modular in design and can restrict table configurations and placements. Please discuss this with Nicole at the time of booking if you have any specific requests. If you would like to sit outside, please mention this in the notes or tags at the time of booking. Seating is prioritised based on the order in which people booked. If weather is inclement or undesirable, there will be an option inside as well as outside.

SPLIT BILLS

Farmgate Restaurant is happy to split bills as a service to their customers. Please pay split bills at the bar.

DEPOSIT/SECURITY OF RESERVATION

A credit card is required when booking your reservation. Farmgate Restaurant reserves the right to charge a no-show fee if any or all of the guests do not turn up for the reservation. This will be done at the discretion of Nicole & Gerald Poelzl. Nicole or Gerald will call you. If a booking has been confirmed and any part of the reserved party do not turn up without sufficient notice (– see below) then a \$20 per person cancellation fee may be charged to your credit card.

While we regret the need to have this policy, cancellations and no-shows represent a great inconvenience to other diners and a considerable cost to our business.

Reservations are preferred so we can cater and staff accordingly to provide all our guests with a level of food and service that we desire. Reservations are made on the half hour and approximately 12 people per booking time. Depending on walk-in traffic, we cannot hold your table longer than 15 minutes past your expected arrival time, unless otherwise notified.

The credit card will be charged a no-show fee of \$20.00 per person if the number of people who dine is less than the number of people for which the reservation was made. This includes no-show.

What is sufficient notice? To avoid being charged a no-show fee, all you must do is contact Farmgate Restaurant two (2) hours before the beginning of the service for which you have booked (ie. Before 9.00am for lunch reservations and before 3.00pm for dinner reservations). (Excluding groups of over 14 which require 8 hours cancellation notice. Other exceptions include Christmas Day and other prepaid reservations – refer to details of your booking).

What happens to my credit card details? The credit card will not be charged at all unless any or all of the guests do not turn up for the reservation without sufficient notice. The details are entered into the NOW BOOK IT online form and held until the 48 hours after the reservation booking time. Farmgate Restaurant and Now Book It do not keep credit card details on file so if you book another time, you will be asked again for the details.

Contact the restaurant by calling or texting 0455 331 468 or Nicole on 0410490155 or email farmgaterestaurant@gmail.com .

By making a reservation, you personally agree to be responsible for this reservation, including costs associated with the security/deposit and consumption of food and drink (if the bill is not paid for in full by any other guest(s) in your party.)

PAYMENTS by CASH & CARDS

Farmgate Restaurant accepts Cash (AUD), MasterCard, Bankcard and Visa and American Express. We understand that guests do not like paying credit card surcharge. We do however, offer 2% discount for payments in cash. This avoids having to pay merchant fees.

WEEKENDS and PUBLIC HOLIDAYS

A 10% surcharge applies for weekends and 15% public holidays. While this may seem significant, it only covers a portion of our staff wage loadings for weekends and public holidays. Unlike some very big named restaurants near and far, we ensure our staff are paid correctly. Your understanding and support is appreciated.

MINIMUM SPEND

A minimum of \$45 per person during dinner service on Thursday, Friday and Saturday nights. We have implemented this policy to help our small business cover costs, manage seating and turnover, and to enhance each customer's dining experience. Spend includes food and beverages and retail items but not artwork. There is no minimum spend on other days and this does not apply at lunch service. Thank you for your understanding and co-operation.

CAKEAGE POLICY

Farmgate Restaurant enjoys creating special memories for a variety of occasions that guests celebrate. We have a great selection of desserts and we have candles to use for celebrations.

Guests are welcome to bring BY birthday cakes. If the cake is to be served in place of dessert (ie. person does not order dessert) a cakeage fee of \$4.00 per person will apply.

Please ensure cakes are covered if they are to be kept in the fridge until being served. Cakes will be presented to the table and Farmgate staff will cut and serve the cake. If you have questions about BYO cakes, please speak to Nicole 0455331468 prior to your visit. No other BYO food is to be brought for consumption on the premises.

FULLY LICENSED

Farmgate Restaurant has endeavoured to provide a drinks menu which caters to the range of guests that dine with us. Quality wines, beers and spirits, including local options, have been chosen to compliment the menu and offer a range of price points. We do not permit BYO drinks but if there is a significant bottle of wine you would like to enjoy with your meal, please speak to Nicole prior to your visit.

RSA SERVICE

Mocktails are available on our drinks menu. Please be aware that when these are served to persons under 18yo, they will not be served in cocktail glasses. Liquor & Gaming NSW have concerns about any zero alcohol beer, wine or spirits being marketed to minors, including in ways that could be considered to have special appeal to them or could risk public safety and community well-being. As such, we restrict the service of mocktails and non-alcoholic beers, wines and spirits to persons under 18yo.

Feel like reading more about why restaurants have bookings policies such as ours...

https://www.reddit.com/r/Adelaide/comments/qg44k0/a_restaurant_is_asking_for_my_credit_card_details/

<https://slate.com/culture/2014/05/restaurant-cancellation-fees-no-reservation-restaurants-vs-no-shows.html>

<https://www.donrockwell.com/topic/17848-restaurant-reservations-should-require-a-credit-card-and-a-contract/>

<https://www.eater.com/2013/4/22/6445903/how-restaurants-can-deal-with-no-show-diners>