



TERMS & CONDITIONS

Please take a moment to read the following important information.

RESERVATIONS ESSENTIAL

We are currently experiencing increased interest in our Restaurant and Cellar Door, so we are now advising customers that reservations are essential. To provide the high level of service we are well known for, we manage our team rosters according to advance bookings. Your reservation is very important to us, and we appreciate you choosing us for your Waiheke experience. We hope you will understand that any delays to your travel, or last minute cancellation to your booking, leaves us in a difficult situation. We are not always able to offer a table at short notice to guests on our waiting list, so we will always attempt to contact you.

PLAN AHEAD

Waiheke Island's ferry service is currently experiencing high demand, and we are aware of very long weekend queues at the Downtown Ferry terminal. If you are sailing from Auckland, there are ferry services that provide the option to book in advance to guarantee a seat. Otherwise, we strongly recommend allowing extra travel time, or an early ferry. We are sorry that we cannot always guarantee that your table will be available if you experience travel delays.

CHANGE OR CANCELLATION POLICY

We understand things change, so if you are unable to make your reservation please let us know within 24 hours of your booking, otherwise an automatic cancellation charge will apply:

\$50 per person for lunch, \$20 per person for cellar door tastings, and \$175 per person for Trust the Chef Friday and Saturday evenings.

CONFIRMING GUEST NUMBERS

We will re-confirm your booking and the number of guests at least 24 hours in advance. If you arrive with less guests than you confirmed, you will be charged if we are not notified in advance of these changes.

DINING RESERVATIONS

Restaurant reservations for lunch are from 11am with last bookings at 2:00pm, and are allocated 2.5 hours for à la carte dining and 3 hours for Trust the Chef. Reservations for Trust the Chef dinner are from 6.30pm with the last bookings taken at 8.15pm. Please allow 3 hours for dining for the Trust the Chef experience. Please contact the restaurant directly if you require additional time for your booking, however, we are unable to guarantee that your table will be available for longer.

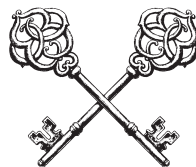
LATE FOR YOUR RESERVATION

Please note that if you arrive 20 minutes after your booking time without forewarning and we have attempted to get in touch with you, we are unable to hold the table open for you, and our cancellation fees will apply.

CELLAR DOOR

Reservations are essential. The Cellar Door takes bookings between 11am to 4pm. Tasting sessions are allocated 45 minutes. If you wish to order food with your tasting, you may be able to extend your booking to 1 hour (subject to availability). Please note that if you arrive 20 minutes after your booking time without forewarning and we have attempted to get in touch with you, we are unable to hold the table open for you, and our cancellation fees will apply.

*For more information please contact:
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