



Retreat Restaurant – Terms & Conditions

1. General

These Terms & Conditions apply to all guests dining at **Retreat Restaurant**, located within **Distinction Hotel** (“the Restaurant”, “we”, “our”, “us”). By making a reservation, placing an order, or attending an event at the Restaurant, you agree to be bound by these Terms & Conditions.

2. Reservations

- Reservations are subject to availability and are highly recommended.
 - We reserve the right to allocate tables according to operational requirements.
 - For group bookings, minimum spend requirements and set menus may apply.
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3. Cancellations & No-Shows

- Individual reservations must be cancelled at least 24 hours prior to the booking time.
 - Group bookings or special events may require longer notice, as advised at the time of booking.
 - Failure to cancel within the required timeframe or non-attendance may result in a cancellation or no-show fee.
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4. Deposits & Payments

- Deposits may be required for group bookings, special menus, or events.
- All deposits are non-refundable unless otherwise stated in writing.
- Final payment is required on the day of dining unless prior arrangements have been made.

- We accept payment by approved credit cards, debit cards, and other payment methods as advised.
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5. Menus & Dietary Requirements

- Menus are subject to seasonal availability and may change without notice.
 - We will make reasonable efforts to accommodate dietary requirements when notified in advance; however, we cannot guarantee an allergen-free environment.
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6. Pricing & Service Charges

- All prices are in NZD and include applicable taxes unless otherwise stated.
 - A service charge may apply to group bookings or special events and will be disclosed at the time of booking.
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7. Conduct

- Guests are expected to behave respectfully toward staff and other patrons.
 - We reserve the right to refuse service or ask guests to leave the premises if behaviour is deemed inappropriate, unsafe, or disruptive.
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8. Alcohol Service

- Alcohol is served in accordance with applicable licensing laws.
 - Valid identification may be required.
 - Management reserves the right to refuse alcohol service at their discretion.
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9. Children

- Children are welcome under the supervision of a parent or guardian.
 - Children must remain seated and supervised at all times for safety reasons.
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10. Liability

- To the fullest extent permitted by law, the Restaurant and Distinction Hotel accept no liability for loss, damage, or injury to personal property while on the premises, except where required by law.
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11. Events & Private Dining

- Specific terms may apply for private functions, retreats, or exclusive use of the Restaurant.
 - These terms will be provided in writing and will override standard terms where applicable.
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12. Amendments

- We reserve the right to amend these Terms & Conditions at any time without prior notice.
 - The latest version will be available upon request or displayed on relevant booking platforms.
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13. Governing Law

- These Terms & Conditions are governed by the laws of New Zealand.