

TERMS & CONDITIONS

We welcome all guests to the Gungellan Hotel on the principle of mutual respect.

We welcome our guests as if we are welcoming you into our own home.

We hold the reasonable expectation that this mindset and behaviour is reciprocated by all guests by adhering to our terms & conditions without dispute.

Everyone deserves the right to feel respected and safe. We hold a zero-tolerance policy towards any form of aggression, harassment, or disrespectful language or behaviour. Should any team members or guests be made to feel disrespected, uncomfortable or unsafe, you will be asked to leave.

Allergies

Please provide all allergies and intolerances at time of booking, so we can adequately prepare. Epipens are required to be brought by guests with anaphylaxis allergies. Significant dietarys without sufficient prior notice may not be able to be accommodated. We take allergies incredibly seriously and do all within our power to ensure the safety of our guests. Given this, we do acknowledge that we cannot guarantee the complete absence of trace products.

Should you have a severe or anaphylaxis condition, please contact us on [\(08\) 8525 2009](tel:0885252009) or at info@gungellanhotel.com.au to discuss specifics.

Reservations

Your table will be held for 15 minutes after your reservation time.

Please advise us by phoning [\(08\) 8525 2009](tel:0885252009) if you will be late.

As we are a small venue and have limited seating available:

- Adjustments to booking numbers **MUST** be made at least 24 hours prior to your booking
- All children should be included and noted in the total booking numbers (this includes the use of highchairs)

Failure to do so may result in us being unable to honour your reservation.

Please note that all 5:30 and/or 6:00pm bookings for Tuesday's Schnitzel Night are a 60–90-minute sitting. As we have another booking scheduled for 7:00pm, we kindly ask that you finish your dining experience and vacate the table by this time. Thank you for your understanding.

Children & Safety

We love welcoming families to our venue and ask that parents and guardians please keep an eye on children at all times.

For everyone's safety, **running is strictly prohibited in the restaurant and bar areas.** Please ensure children remain seated or stay close to their accompanying adults while moving through these areas.

Thank you for helping us keep our venue safe and enjoyable for everyone.

BYO drinks

Please note, BYO is only available Thursday evenings, for a \$25 corkage fee per 750ml bottle of wine. BYO will not be accepted during any other service.

Beer, spirits or any other form of alcohol or sized bottle will not be accepted.

We appreciate your understanding that these terms & conditions are implemented to protect the experience of all diners, the wellbeing of the team, and the viability of a small, regional, independent business.

We will go above and beyond to assist in any way we viably can, and we ask that empathy and respect is seen as a two-way street and shown in return.

Thank you to all our guests for your continuous support.