



## **Restaurant Guidelines**

- First Table is a great opportunity to turn new customers into regulars; they won't always be coming on a deal, so treat them like you would your full paying customers.
- First time diners? The First Table booking confirmation will state whether this is the customers first time in your restaurant - take the opportunity to tell them what's special about your venue, or welcome them back if they have dined with you before.
- Seat diners somewhere visible to help attract other customers.
- 50% off all food on your full-priced food menu (includes entrees, mains & desserts).
- Special conditions? These need to be formally advised to First Table to be displayed and accepted before a booking can be completed. If First Table aren't advised you will need to honour the standard conditions.
- Drinks are full/normal price.
- Reservation valid only for the date, time & restaurant booked for.
- The deal is for a MIN/MAX of 2, 3 or 4 diners only (including children of any age).
- If later than 15 minutes you do not need to honour the First Table deal.
- Discount is not valid on Takeaway items - see the 'fair use policy' in T&C 14 below.
- First Table reservations may not be joined together to make a group booking.
- Booking fee is not deductible from customers bill.

## **Terms and Conditions for all First Table customers**

1. The reservation confirmation will be delivered to you by email.
2. The reservation may be redeemed by presenting the reservation confirmation (on your phone or printed out) at the specified restaurant on the date and time of the booking.
3. You are entitled to the discount detailed on your reservation confirmation at the specified restaurant on the date and time of the booking.
4. The restaurant is not obliged to honour the discount or the reservation in the instance where you arrive at the restaurant more than 15 minutes after the time specified on your reservation confirmation.
5. No refunds, except in the instance where a restaurant is unable to accommodate your reservation for any reason other than you having arrived more than 15 minutes after the time specified on your reservation confirmation.
6. All diners must be seated no later than 15 minutes after the booking time – no exceptions. Late arrivals will not qualify for the First Table deal.
7. The reservation is not exchangeable for cash.
8. The reservation is not permitted for resale.
9. The First Table promotion cannot be combined with any other offers, discounts or promotions unless otherwise specified by the restaurant.
10. If your reservation is on a public holiday the restaurant may or may not impose a surcharge as advertised at the restaurant.
11. Cancellations are permitted but the booking fee may be non-refundable. Refer to our [Cancellation Policy](#) for details. Please visit the Reservations Admin page on your login (located on the drop-down list where your name is displayed) to cancel reservations.
12. Reservations are not transferable to another date, venue or time.
13. If the restaurant is a licensed venue you will need to be 18+ to enter and the venue may require you to produce photo ID.
14. Meals are to be ordered for dine-in purposes only. Fair use policy applies, over ordering and taking leftovers away is not permitted when booking with First Table.
15. First Table bookings cannot be combined together - maximum of one table of up to four diners only.
16. If you need to amend the number of diners on your reservation, please contact First Table. The First Table offer is available for two, three or four diners which includes both adults and children dining on the reservation.