



### **Cancellation Fee Policy**

Thank you for your interest in The Merrywell Melbourne Upstairs. Credit or debit card details are required to guarantee all reservations of 8 or more guests. No charges will be processed on your card at the time of reservation. Should you wish to cancel or reduce the size of your reservation, kindly contact us at least 24 hours prior to your reservation or a cancellation fee of \$50 per person may be incurred.

A reminder SMS will be sent to the mobile number provided 24 hours prior to the date of the booking requesting confirmation. For all Private Room reservations, all reservations must be confirmed one week prior to the booking. We will endeavour to contact you; however should we be unable to reach you, please call us to confirm your reservation. The Merrywell Melbourne reserves the right to cancel any un-confirmed bookings.

#### **Note:**

In the case of Special Event days (including but not limited to public holidays, Valentine's Day, Mother's Day, Father's Day, Christmas Day and New Year's Eve events), at least 72 hours' notice must be given to cancel or reduce the size of your reservation or a cancellation fee of up to 50% of the cost per person may be incurred.

**PRIVACY COLLECTION STATEMENT:** Crown and Bookarestaurant collect your personal information in order to secure your reservation at Crown and for marketing purposes. If you do not provide this information you cannot make a reservation at Crown. Crown will disclose your credit or debit card details to CBA in order to process any charges. Your personal information may be disclosed to associated entities. Please refer to Crown's privacy policy at [www.crownmelbourne.com.au](http://www.crownmelbourne.com.au) for full details including how you may access your personal information and/or complain about a privacy breach. Crown Melbourne Limited, 8 Whiteman Street, Southbank, 3006.