



## **BISTRO GUILLAUME AT CROWN MELBOURNE - CANCELLATION FEE POLICY**

Thank you for your interest in Bistro Guillaume. Credit or debit card details are required to guarantee all reservations of 8 or more guests and all private dining room reservations. No charges will be processed on your card at the time of reservation, except as advised in the case of certain special events.

### **MAIN DINING ROOM RESERVATIONS:**

For bookings of 8 to 12 people in the main dining room, a 24 hour cancellation policy applies. 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 \$50.00 per person may be incurred. This charge would also apply if some members of the party did not arrive for the reservation once final numbers have been confirmed.

For bookings of 13 to 29 people in the main dining room, a 72 hour cancellation policy applies. Should you wish to cancel or reduce the size of your reservation, kindly contact us at least 72 hours prior to your reservation or a cancellation fee of \$50.00 per person may be incurred. This charge would also apply if some members of the party did not arrive for the reservation once final numbers have been confirmed.

### **PRIVATE DINING ROOM RESERVATIONS:**

For bookings in the private dining room, a 72 hour cancellation policy applies. Should you wish to cancel or reduce the size of your reservation, kindly contact us at least 72 hours prior to your reservation or a cancellation fee may be incurred. The cancellation fee for bookings in the private dining room is a \$500.00 flat fee or \$50.00 per person, whichever is greater. This charge would also apply if some members of the party did not arrive for the reservation once final numbers have been confirmed.

### **CONFIRMING RESERVATIONS:**

We will endeavour to contact you in the days prior to your reservation via phone, SMS and/or email. Should we be unable to reach you, please contact us to confirm your reservation no later than 24 hours prior to your arrival time. Bistro Guillaume reserves the right to cancel any un-confirmed bookings.

### **SPECIAL EVENTS:**

In the case of Special Event days (including but not limited to event dinners, wine dinners, public holidays, Valentine's Day, Mother's Day, Father's Day, Christmas Day and New Year's Eve events), credit card details may be required to secure reservations for all party sizes and at least 72 hours' notice must be given to cancel or reduce the size of your reservation or a cancellation fee may apply. The cancellation time frame and fee varies depending on the event but will be advised at time of booking.

**PRIVACY COLLECTION STATEMENT:** Crown and OpenTable 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.