

## **GLOUCESTER PARK HARNESS RACING**

### **RESTAURANT TERMS AND CONDITIONS**

1. Full pre-payment via credit card is required to secure a reservation at the time of booking.
2. In the event of a cancellation, Gloucester Park Harness Racing must be notified as soon as possible.
3. Cancellations up to 24 hours prior to the time and date of your booking will incur a charge of 20% of the total amount of the booking.
4. Any no shows or cancellations within 24 hours of the time and date of your booking will incur a charge of 100% of the total amount of the booking.
5. Where possible, Gloucester Park Harness Racing will endeavour to work with the customer to find a suitable date to reschedule the booking. A rescheduled booking that is cancelled at any time prior to the rescheduled date will incur a charge of 100% of the total amount of the booking.
6. In the event that the Government imposes a lockdown due to COVID-19 and the booking cannot be held on the confirmed booking date, Gloucester Park Harness Racing will work with the client to find a suitable replacement date. Where a replacement date for the booking is not possible Gloucester Park Harness Racing will offer a full refund.
7. In cases where Government restrictions / conditions are imposed due to COVID-19 that do not constitute a lockdown, including, but not limited to, restrictions to the capacity of our site or functions rooms, regulations involving eating and drinking (such as being seated) or mask wearing requirements and Gloucester Park Harness Racing is still able to accommodate the booking, no refunds will be offered.
8. If you no longer wish to attend your booking due to concerns about COVID-19 or Government restrictions / conditions that may imposed, our standard refund policy as per 2, 3, 4 and 5 apply.
9. If you are no longer able to attend due to a Government requirement to quarantine or self-isolate, our standard refund policy as per 2, 3, 4 and 5 apply.
10. If due to circumstances beyond Gloucester Park Harness Racing's control, such as power failure, lightning or extreme weather your booking is not able to go ahead, Gloucester Park Harness Racing will work with the client to find a suitable replacement date. Where a replacement date for the booking is not possible Gloucester Park Harness Racing will offer a full refund.

11. If due to circumstances beyond Gloucester Park Harness Racing's control, such as power failure, lighting or extreme weather, occurs during your booking, Gloucester Park Harness Racing will offer a full refund less any reasonable charges for food and beverage already consumed.
12. Any additions to a booking are subject to availability and full pre-payment.
13. External food and beverages are not permitted on the premises.
14. Any food and beverage gifted to a patron must not be consumed on the premises.
15. Gifts of liquor must be given to a member of staff to be stored securely until departure. Failure to do so may result in liquor being confiscated.
16. Any external liquor opened on the premises will be confiscated and guests will be asked to leave.
17. Gloucester Park Harness Racing operates under the principles of the Responsible Service of Alcohol. Staff are instructed not to serve any alcoholic beverages to guests under the age of eighteen (18) or to guests in a state of intoxication. Gloucester Park Harness Racing reserves the right to exclude persons, without liability, from an event.
18. Whilst Gloucester Park Harness Racing makes every effort to comply with guests requests and take utmost care to avoid cross contamination, Gloucester Park Harness Racing, to the extent permitted by law, will not be held responsible for any adverse reactions to our food. Gloucester Park Harness Racing insists that all patrons with food allergies carry appropriate medical aids should an allergic reaction occur.
19. If you use our Sites and Services, you will receive communication via electronic messages, including email, text message/SMS, or mobile push notifications in accordance with our privacy policy <https://www.gloucesterpark.com.au/wp-content/uploads/2021/08/GPHR-Privacy-Policy-Aug-21.pdf>. If you no longer want to be part of Gloucester Park Harness Racing's customer database or to be contacted in this manner, please contact Gloucester Park Harness Racing to be removed.
20. As a courtesy you agree to contact Gloucester Park Harness Racing if you have any changes, updates or need to cancel your reservation.
21. Any special requests made will be taken into consideration by Gloucester Park Harness Racing and be catered for if possible. Any special requests cannot be guaranteed.
22. Gift cards, vouchers and entertainment cards are not redeemable on Fireworks nights.
23. Food & beverage menus are subject to seasonal change and availability.

24. All restaurant bookings include one (1) Racebook for every two (2) guests, additional Racebooks can be purchased if required.
25. Groups of seven (7) or more will be seated across multiple tables. Tables will be adjacent where possible.
26. By making payment you confirm your booking and agree to Gloucester Park Harness Racings Terms and Conditions.
27. You may at any time, request that we amend or delete your personal information from our database, please follow the below link for further information on this process and how to be removed  
<https://nowbookit.com/privacypolicy/>.