

Restaurant Policies

1. Reservation Policy

We recommend making a reservation to ensure you have a table at your preferred time.

Reservations can be made:

- **By Phone:** Call us at (123) 456-7890 during business hours.
- **Online:** Visit our website and use the reservation form.
- **Chat with us:** Ask our chatbot to make a reservation

Please arrive on time for your reservation. We hold tables for up to 15 minutes past the reserved time. If you are running late, please call us to let us know.

2. Cancellation Policy

If you need to cancel or change your reservation, please do so at least 24 hours in advance. This allows us to accommodate other guests. For large parties (8 or more), we require 48 hours' notice for cancellations.

3. Dress Code

We strive to maintain a comfortable and enjoyable dining environment for all our guests.

We request that guests adhere to a smart-casual dress code. Please avoid wearing:

- Beachwear
- Tank tops
- Hats (indoors)

4. Allergy and Dietary Restrictions

We take food allergies and dietary restrictions seriously. Please inform your server of any allergies or dietary restrictions when placing your order. While we make every effort to accommodate your needs, we cannot guarantee that our dishes will be completely allergen-free.

5. Payment Methods

We accept the following forms of payment:

- Cash
- Major credit cards (Visa, MasterCard, American Express, Discover)
- Contactless payments (Apple Pay, Google Pay)

6. Gratuity

Gratuity is not included in your bill. For parties of 6 or more, an automatic 18% gratuity will be added to the bill.

7. Smoking Policy

Our restaurant is a smoke-free environment. Smoking is not permitted inside the restaurant or in the outdoor seating areas. We appreciate your cooperation in maintaining a smoke-free environment for all our guests.

8. Pet Policy

Pets are not allowed inside the restaurant, with the exception of service animals. Well-behaved pets are welcome in our outdoor seating area. Please ensure your pet is on a leash and under control at all times.

9. Children's Policy

We welcome families with children and strive to provide a pleasant dining experience for all our guests. We ask that parents supervise their children and ensure they remain seated and respectful of other diners.

10. Lost and Found

The restaurant is not responsible for lost or stolen items. If you find or lose an item, please inform a staff member. We will do our best to assist you in locating lost items.

11. Privacy Policy

We respect your privacy and are committed to protecting your personal information. We do not share your information with third parties except as necessary to provide our services or as required by law. For more details, please refer to our full privacy policy on our website.

12. COVID-19 Safety Measures

The safety and well-being of our guests and staff are our top priorities. We have implemented the following measures to ensure a safe dining environment:

- Enhanced cleaning and sanitization protocols
- Social distancing measures
- Hand sanitizer stations
- Mandatory masks for staff and guests (except when seated)

We appreciate your cooperation and understanding as we navigate these challenging times together.

Contact Us

For any questions or concerns regarding our policies, please contact us:

- **Phone:** (123) 456
- **Email:** info@restaurantname.com
- **Address:** 123 Restaurant St, City, State, ZIP