Cancellation & Reservations Policy L'isle de France Terrigal ABN 64304522479
1 Ena Street , Terrigal NSW 2260

Deposits
Due to constant no shows and last minute cancellations, and to enable correct rostering of staff we reluctantly had to implement deposits at time of reservation. We are conscious that most people would do the right thing, however it is a sad increasing pattern we have to contend with and trust you understand our position.We thank you for your support. Deposits are due & payable at the time of reservation and do not constitute a holding charge but are a form of mandatory pre-payment.

$25 per guest charged at time of reservation payable via PayPal (™) on line or by calling the Restaurant on 0243828600 in the event that the website is not operational.
The Deposit amount excluding any 3rd party ancillary fees will be deducted from the customers' bill on the day they dine at the restaurant

Cancellation

1 A full refund **excluding PayPal or Credit Card Fees**, will be made to the Customer's card or PayPal account, upon request via email to info@lisledefranceterrigal.com.au with up to 48hrs notice of the date and time of reservation. **(Please note Phone messages left on our voicemail will not be accepted for cancellation purposes, they must be emailed within the stipulated timeframe)**

2 Within 48 hrs (Date and time of Reservation) or less, of cancellation, or no show, the entire deposit paid will be forfeited and not refunded under any circumstances.
The same conditions apply where for special events a higher deposit amount is requested rather than the usual $25 per person. Refunds or forfeits will equate to the whole $ amount of deposit paid excluding third party ancillary fees.

Upon making a reservation customers agree to, and understand the cancellation policy at L'isle de France Terrigal and agree to a Credit Card being charged by L'isle de France Terrigal or via PayPal(™) as per conditions stated herewith. Customers also understand and agree that any forfeited deposit will not be refunded.

Functions cancelled within 6 months of intended date will attract forfeiture of the all initial deposits and progress payments made and no refunds made. Deposits will be refunded in full if a function is cancelled prior to 6 months of the intended function date, less a cancellation fee of $200.
Refund of Deposits made by Credit Card will still attract the surcharge of 1.5% which will be retained from the amount refunded. All cancellations must be submitted in writing to **info@lisledefranceterrigal.com.au** accompanied by a copy of the Contract, without which no refunds will be made.

COVID 19 & Force Majeure and applicable refunds

L'isle de France Terrigal in compliance with current health legislation in NSW will be accepting reservations based on these Health orders, and reserve the right to refuse admission to customers deemed an unacceptable health risk.
If customers choose not to attend the restaurant with less than 48hrs notice due to self diagnosis of Covid19 whilst the Restaurant is allowed to open and operational as per published Covid safe plan, we may **at our sole discretion** allocate paid deposits to a future booking, but will not issue any refund.

All deposits made will be returned in full, if due to unforeseen State or National circumstances, and "force majeure" L'isle de France Terrigal is unable to fulfil its obligation to provide you with a table on the day of your reservation, or if you reside at a location which falls under imposed

Covid19 lock downs at the time of your reservation. Please note that refunds may take up to 5 business days to appear in your account due to Paypal's processing timeframes.