



## TERMS & CONDITIONS

### DOOR POLICY

THE DRESS CODE IS SMART CASUAL, NO THONGS, NO SINGLETS, NO HOODIES, OR TRACK PANTS. THIS IS MONITORED BY OUR DOOR STAFF AND IT IS UP TO THEIR DISCRETION AS TO WHETHER OR NOT YOU ARE IN COMPLIANCE WITH THE DRESS CODE. WE RESERVE THE RIGHT TO REFUSE ENTRY REGARDLESS OF A RESERVATION OR PRE-PAYMENT. IF YOU ARE NOT ALLOWED IN DUE TO DRESS CODE VIOLATIONS, YOU ARE NOT INTITLED TO A FULL REFUND.

WE ALSO RESERVE THE RIGHT TO REFUSE ENTRY TO ANYONE WHO IS INTOXICATED REGARDLESS OF A RESERVATION OR PRE-PAYMENT. WE HAVE A 15-MINUTE GRACE PERIOD DUE TO HIGH DEMAND, IF YOU HAVE NOT ARRIVED ON TIME, YOUR RESERVATION WILL BE CANCELLED.

### CANCELLATION POLICY

1-WEEKS NOTICE PRIOR TO YOUR BOOKING TIME IS REQUIRED FOR ALL CANCELLATIONS TO BE ELIGIBLE TO BE REFUNDED FOR YOUR PRE-PAYMENT.

YOUR PRE-PAYMENT CAN TAKE UP TO 5-10 BUSINESS DAYS TO PROCESS IN YOUR ACCOUNT. IF YOU CHOOSE TO CANCEL YOUR BOOKING WITHIN THIS 1-WEEKS NOTICE, WE CAN OFFER YOU THE OPPORTUNITY TO RESCHEDULE TO ANOTHER DAY, YOU WILL NOT BE ELIGIBLE FOR A REFUND.

### DIETARY REQUIRMENTS

WE NEED YOU TO SPECIFY THIS IN ADVANCE AT THE TIME OF YOUR BOOKING. PLEASE NOTE THE SPECIAL DISHES ARE ONLY FOR THE DIETARY GUESTS AND CAN NOT BE REORDERED FOR OTHER GUESTS.

AS FOR ALLERGENS, WE ASK GUESTS TO VERBALIZE THIS TO WAITSTAFF/ MANAGEMENT AT THE TIME OF BEING SEATED PRIOR TO ORDERING. THIS WILL ALSO BE ASKED AT THE TIME THE BOOKING IS BEING MADE.

### PROOF OF AGE

THE SNOOKER SHACK HAS A STRICT PROOF OF I.D. POLICY. WE RESERVE THE RIGHT TO REFUSE ENTRY REGARDLESS OF A RESERVATION OR PRE-PAYMENT. IF YOU ARE NOT ALLOWED IN DUE TO PROOF OF AGE, YOU ARE NOT INTITLED TO A FULL REFUND.