

# Culinaire

VINE & DINE SERIES

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## **Vine and Dine Booking and Cancellation Policy**

This general policy applies to bookings for individuals or groups who are reserving places at any Culinaire Vine and Dine, Fine and Dine, Corks and Talks, Sips and Scripts, Pair and Compare event or any other event offered by GDA Marketing Inc.

### **Booking:**

A credit card number is required to secure your booking. Visa, Mastercard, American Express are accepted.

Email reminders are sent out when the credit cards are to be charged. The number of participants will have been finalized by this point as cancellation cut-off below and the restaurant advised of the total number of people attending an event for catering purposes.

Your credit card statement will show the name of the restaurant that will charge your card, and receipts will be given on the night prior to the start of the event. No money will be accepted at the event.

Where events are advertised "plus gratuity, plus gst", your card will be charged the event amount advertised plus 18% gratuity for the restaurant, plus 5% gst.

### **Cancellation:**

Upon receiving written notice of cancellation, your booking will be released according to the following schedule:

a. 9:00 am, 2 full working days or more prior to your event, your card will not have been charged and therefore bookings can be cancelled or rescheduled and your place/s can be released. No charge. Saturday and Sundays are not included - cancellation cut-off for events on Mondays is 9:00 am the Thursday prior, and 9:00 am on Fridays for events on Tuesday evenings.

b. Less than 2 full working days notice (or as above), there can be no refunds but you can offer your seat/s to friends or family to take your place.

The exception to this is any dinner at ATCO Blue Flame Kitchen as they are not a restaurant and have to order in the ingredients a week in advance, so cancellation cut-off is one full week before the event.

### **Corporate and private events:**

Cancellation cut-off is two full weeks before your event. There is no charge for cancellations prior to two weeks ahead but cancellations less than two weeks in advance of the event will be subject to 50% of the restaurant's agreed fee.

Please do not hesitate to contact us with any questions or concerns. Our success is based on our very favourable relationships with our customers. As such we endeavour to follow our cancellation policies carefully, however we will always do our best to accommodate our clients' circumstances when possible.

Sincerely,

*Linda Garson*