

TERMS & CONDITIONS:

CHANGES TO BOOKINGS

We kindly ask that you notify us of any change in guest numbers as soon as possible. To make changes to an existing booking, please use the link you were emailed or phone the restaurant directly 09 372 2222.

BOOKING CONFIRMATION

You will receive a email 24 hours before you are due to dine with us, it would be really helpful if you could respond to the email to let us know if you are attending or cancel booking.

LATE ARRIVALS

We can only hold your booking reservation for 15 minutes, please call us if you are running late and we will do what we can to hold your booking.

BOOKING GUARANTEE POLICY

For all bookings 6 people or more we will request credit card pre-authorisation. For this we will not charge your card unless you cancel within 24 hours of your reservation, do not show up for your reservation or decrease in guest numbers, in which case we will charge a cancellation fee of \$50pp.

CAKES

For celebrations, we are happy to make a cake for your entire party to enjoy – this will require a minimum 48 hours' notice. Respectfully, we ask that you do not bring your own food or beverage.

DIETARY REQUIREMENTS

Please notify us of any dietary requirements when making your booking.

SEATING REQUESTS

We will do our utmost to accommodate all seating requests, but are unable to guarantee a requested table inside the restaurant or on the terrace as this is weather dependant.

SPECIAL REQUESTS

Please note that the special requests section of our online booking form is for "general requests" like dietary requirements, notifying us of a celebration, it is not to increase the size of your booking or to make a general enquiry - please email restaurant@theoysterinn.co.nz or call us if you have any questions. If the size booking you are requesting is not available then please call us on 09 372 2222.



CREDIT CARD

All credit card & paywave transactions will incur a 1.8% surcharge.

PUBLIC HOLIDAYS

All public holidays will have a 15% surcharge applied to each bill.

PRE-PAYMENTS

Should you prepay for an event and the event not proceed due to Covid-19 restrictions, don't worry, your ticket price will be happily transferred to a gift voucher redeemable at Oyster Inn for 12 months from the date of purchase. Tickets for prepaid events are non-refundable but should your plans change we can transfer the ticket price to gift voucher redeemable at Oyster Inn for 12 months from the date of purchase. Cancellations made within 48 hours are considered non-refundable.

COVID POLICY

To ensure the safety of all our guests, staff and community, and as a requirement of the New Zealand Government's Public Health Order guidelines.

*Thank you, we are looking
forward to you dining with us.*

