



Group Booking Terms and Conditions

These terms apply to all bookings of **8 or more guests** at Off The Track. By confirming a group booking and paying any required deposit, the person making the booking accepts these terms on behalf of the group.

1. Group bookings

Bookings of 8 or more guests must be arranged directly with our team by phone or email.

Bookings remain provisional until Off The Track has confirmed the booking in writing and, where required, received the deposit.

2. Bookings of 30 or more guests

Bookings of 30 or more guests require:

- **Set Menu Requirement:** Bookings of 30 or more guests must select an agreed set menu in advance.
- **50% Deposit:** A deposit equal to 50% of the estimated total food cost (*Booked Guests × Set Menu Price*) is required to secure the reservation.
The deposit must be received within **7 days** of your booking invoice being sent, or the date may be released. The booking is not confirmed until the deposit has cleared into our bank account.
- **Payment Method:** Deposits must be paid via direct bank transfer using the account details and reference provided on the invoice. The deposit comes off your final bill on the day.
- **Group Reductions:** If guest numbers drop below 30 after confirmation, the original 30+ deposit and cancellation terms still apply.

3. Cancellations and deposit refunds

Short-notice cancellations of large bookings leave us unable to re-book the space, cancel food stock commitments or adjust staff rosters, so refunds are scaled to the notice given.

Cancellation notice received	Deposit refund
30 calendar days or more before the booking	100% refunded
15–29 calendar days before the booking	50% refunded
8–14 calendar days before the booking	25% refunded
7 calendar days or fewer / No-Show	Non-refundable

All cancellations must be provided in writing by email to **admin@offthetrack.co.nz**.

Any refund will be returned by bank transfer, normally within **5-10 business days**.

4. Changes to guest numbers

Reductions in guest numbers are treated as partial cancellations and are subject to the same refund timeframes above.

Final guest numbers must be confirmed in writing no later than **7 calendar days before the booking**.

This confirmed number becomes the minimum we bill for. If fewer guests show up on the day, food will already have been prepared and the final bill is based on whichever is higher: the confirmed number or actual attendance.

If final numbers are not received by the deadline, the most recently confirmed number will become the minimum chargeable number.

Increases in guest numbers after the deadline are subject to space and kitchen availability.

5. Menu selection and dietary requirements

The set menu and all allergies, intolerances and dietary requirements must be confirmed at least **7 days before the booking**.

Off The Track will make reasonable efforts to accommodate notified dietary requirements. However, food is prepared in a commercial kitchen where allergens are present, and we cannot guarantee that any meal will be completely free from traces of an allergen.

Late dietary requests may not be able to be accommodated.

6. Final payment

The remaining food balance, beverages, and extra charges must be paid in full at the conclusion of the event.

One account will be issued to the booking organiser; individual itemised split billing is not available for large groups. The booking organiser is responsible for ensuring the full account is paid.

We're not able to split the bill into individual itemised accounts for large groups, but an even split across EFTPOS/credit cards is fine.

7. Arrival and booking duration

Groups should arrive at the agreed booking time. Please contact the restaurant as soon as possible if the group is delayed.

Late arrival may affect food-service times or reduce the time available in the reserved area, particularly where another booking follows.

8. Cakes, decorations and outside food

Outside food and beverages may not be brought onto the premises unless approved in advance.

Celebration cakes and decorations must be discussed with our team before the booking. A cakeage or service fee may apply.

Decorations must not damage the building, furniture or fittings and must be removed at the end of the booking.

9. Alcohol and guest conduct

Off The Track is a licensed venue and reserves the right to refuse alcohol service, or ask a guest to leave, in line with our liquor licence and host responsibilities.

The booking organiser is responsible for the reasonable conduct of their group.

The organiser may be charged for damage or exceptional cleaning caused by members of the group.

10. Cancellation by Off The Track

If we ever need to cancel your booking, you'll be offered a full refund or the option to move to another date.

Nothing in these terms limits your rights under the Consumer Guarantees Act 1993 or Fair Trading Act 1986.