

## Cancellation Policy for Reservations

Our goal is to provide quality dining experiences in a timely manner. In order to do so, we have had to implement a cancellation policy. This policy enables us to better utilize available reservations and to help keep our costs under control. Our dining room is not large and 95% of our capacity is based on reservations. When we take a reservation there are several steps behind the scenes that happen. We sufficiently staff our dining room to accommodate our guests in a 'one on one' fashion and execute in a timely manner. We make sure tables are set elegantly and according to reservations. We purchase and prepare unique foods and staff our kitchen accordingly. We try not to schedule reservations too close, to make our guests feel rushed or waiting. Our business needs to cover these "behind the scenes" costs and when a reservation does not show, there is a snowball effect and over time these losses add up.

We have currently established a cancellation fee for no-show reservations. The Belworth House requires a credit card in order to make a reservation for tables of 4 or more people. The restaurant reserves the right to charge a cancellation fee according to our cancellation policy.

### **No Show Policy**

A "no show" is someone who misses their reservation and has not cancelled by 12 noon on the day of their reservation. A failure to present at the time of a scheduled reservation will result in an administration fee of \$25.00 per person that did not show.

### **How to Cancel Your Reservation (or partial reservation)**

Please phone by 12:00 noon the day of your reservation with cancellation or change in the number of guests. We realize that illnesses, accidents, family and weather often occur unexpectedly, this is why we have established a 12:00 noon on the same day policy. To cancel please call (519)443-4711. If you do not reach a live person, you may leave a detailed message on our voicemail. You may also cancel by emailing us at [belworth@bellnet.ca](mailto:belworth@bellnet.ca)

If you are concerned that we may charge you a fee according to the cancellation policy, please contact us directly to discuss the matter.