



TERMS AND CONDITIONS

Casita Miro Limited, 3 Brown Road, Onetangi, Waiheke Island, +64 9 372 7854,
cmenquiries@outlook.com

CONFIRMING YOUR BOOKING

Casita Miro operates on a first come, first served basis. To confirm the booking, your credit card details are required. Until those details are lodged, the booking is not secure and the Venue will be open to other bookings from another party. Your card details will be held securely and deleted after your event.

If your party is over a particular number, Casita Miro will confirm your booking only when the stated deposit [usually 25 per person] is paid.

Your deposit will be deducted from the final account on the day.

PAYING YOUR DEPOSIT

Please transfer funds to: Casita Miro Limited, **38 9015 0712749 00** stating your name in the reference box and the date of your event in the code section.

If you wish to pay your deposit by credit card, a 2% surcharge will apply, for AMEX; 2.5%.

CANCELLATION POLICY

We appreciate that events might happen causing you to cancel and we completely understand this. However, if little or no notice is given regarding inability to honour your booking, our restaurant will be unable to fill the space that we had held for you.

In the event of an un-notified no-show the deposit is forfeit.

For bookings of 9 or less, 48 hours notice of cancellation is required to enable refund of your deposit.

For bookings of 10 or more, 2 weeks notice of cancellation is required to enable refund of your deposit.

For exclusive group bookings, 6 weeks notice of cancellation is required to enable refund of your deposit.

PAYMENT

Your event will need to be paid for in full before departing the venue on the day of the event unless a prior arrangement has been made. **One payment only is to be made**, unless prior agreement is obtained from the venue. If payment is made by individual members of the party, a 5% service fee will be added to your bill. If paying by credit card, a 2% transaction fee will be added to your bill, 2.5% for Amex transactions.

MENU AND GROUP NUMBERS

Group numbers and menu selections will need to be confirmed TWO days before your event. Casita Miro will charge for the number of guests confirmed, or the number of guests attending, whatever is the greater. While we will endeavour to serve the exact dishes and wines selected, please note that on rare occasions, items may need to be substituted without notice, due to availability of ingredients or vintage changes.

DIETARY REQUIREMENTS

We will do our very best to accommodate any dietary requirements you or your party may have. Please indicate these requirements at the time of booking or at least 2 days before your booking to enable us to prepare alternatives.

BIRTHDAY CAKES

To avoid embarrassment, please do not bring your own food to the restaurant. With 48 hours notice, we can make you a birthday cake.

TRANSPORT

Casita Miro is located at the end of a narrow laneway. Should your party number exceed 20, we request that you call Waiheke Executive Transport with your transfer requirements, they are reasonably priced and reliable. Phone +64 9 372 0089 or email info@waiheketransport.co.nz Casita Miro cannot accept buses without prior approval.

HOST RESPONSIBILITY

We wish all your guests to have a great and memorable experience at Casita Miro. We take host responsibility extremely seriously. We will not serve intoxicated persons nor encourage excessive consumption of alcohol. We do not serve 'shots'. We also reserve the right to refuse any person service at any time and to exclude intoxicated guests from the premises if necessary. The new liquor legislation is very explicit about the standards of behavior expected of guests visiting licensed premises and as we are ethically and legally liable to uphold the law, we will not make any exceptions to our responsibilities, whatsoever.

HEALTH AND SAFETY

Casita Miro is located at the heart of Miro Vineyard, a working vineyard with an industrial winery site very close to the restaurant. Your guests are very welcome to enjoy the grounds of Casita Miro (the dining room, the Bond Bar, the olive grove, the entrance and the car-park), but are NOT permitted in the winery area. This area is clearly signed as off limits. Please ensure your children are well supervised. Children are not permitted in the mosaicked Bond Bar unsupervised by an adult at any time.

DAMAGE

Any damage caused by your guests is payable by you. Such amount is to be determined by Casita Miro and is payable immediately upon demand.

SMOKING

Casita Miro and its immediate environs are SMOKE-FREE. There is only one designated smoking area and that is in the olive grove where so marked.

LOSS OR DAMAGE TO YOUR PROPERTY

Casita Miro accepts no liability for loss or damage to the customer's property.

FORCE MAJEURE

Should Casita Miro be unable to host your booking due to causes beyond its control, Casita Miro shall not be liable for non-performance and shall refund of customer's deposit.