

JOEY'S

Joey's Cancellation, Group Decrease & Refund Policy

Group Number Decrease Policy

Joey's, whilst hosting many large groups, is still limited in its capacity to hold great volumes of guests. When booking a group reservation, space allocation, ordering and staffing are all considered prior.

For this reason, we ask you *CONFIRM AND SOLIDIFY* your guest count *SEVEN DAYS* prior to your booking.

If this is done so, you will obtain you a *full deposit refund* at the time of your reservation.

If you need to *decrease outside of this time frame 50% of your deposit* will be retained.

If you request to *decrease 24 to 48 hours prior*, we will be required to obtain the *entire deposit*.

If you are to arrive with a smaller amount of guests on the evening, your party will be charged for the amount of patrons which were booked for.

This is all due to food wastage, staff rostering and allocation of tables and space.

Group Cancellation Policy

With fantastic views of Brisbane, Joey's is a well sort after group reservation spot.

Regularly being booked out weeks in advance, we ask you to allow *seven days* to considerately cancel your group reservations with us.

This allows our team the opportunity to fill your allocated position with another party wishing to celebrate with us at Joey's.

This may be done so by emailing our friendly team at hello@joeys.com.au

Your deposit will be *refunded in full* if cancelled within *seven days*.

Should you require to cancel after this timeframe, we will retain *50% of the deposit*.

If you are to cancel with *24 to 48 hours notice*, or do *not arrive on the day*, we will be forced to keep the *deposit in full*.

We appreciate your understanding.