

\$18 Lunchtime Meal Special 30 Minute Delivery Guarantee

Effective from: Wednesday 7th January 2026

Available: Monday–Friday (excluding public holidays) from 12pm-2pm

Price: \$18 per daily lunch special

Guarantee: If your meal is not delivered within 30 minutes from the time printed on your receipt, you receive a **full refund** and may **keep the meal**.

1. Eligibility

The guarantee applies only to the designated **daily lunch special** items listed for that day and is available for both **dine-in** and **takeaway** orders placed with the venue.

2. How the 30 Minutes Is Measured

The timer starts from the **time printed on the customer's receipt** and time is assessed using the venue's POS system clock.

3. Refund Process

If the meal is not delivered within 30 minutes, you are entitled to a **full refund of the \$18 meal price**. The customer may also **keep the meal** at no charge. Refunds will be processed to the **original payment method**.

4. Dietary Requirements & Allergen Notice

We're happy to adapt meals to most dietary requirements where possible—please advise when ordering. We take care but **cannot guarantee** meals are **free from allergens or cross-contamination**.

5. Operating Hours

The guarantee applies only during posted **lunch service hours** (12-2pm) daily.

6. Claims

Claims must be made **on the day** of purchase, before leaving the venue (or upon collection for takeaway).

7. Exclusions & Fair Use

The guarantee will **not** apply where delay is caused by factors outside our reasonable control and will not be available on public holidays. If the customer **declines** the offered refund at the time of claim, the guarantee is considered fulfilled.

8. Quality & Availability

If a special item is unavailable, we will offer an alternative (communicated at point of purchase) and we reserve the right to substitute ingredients when necessary.

9. Pricing & Payment

The \$18 price includes GST. Add-ons, sides, upgrades, and beverages are **not** covered by the guarantee or refund.

10. Changes to the Offer

Management reserve the right to update or pause the 30-minute guarantee at any time. Any changes will be displayed at the point of sale and apply prospectively.