

## **RESERVATION POLICIES FOR THE HAWTHORN GRILL**

As a small restaurant, we have tried to avoid reservations as long as possible, for many reasons that we won't go into here. Rest assured that your requests to accept reservations have not gone unheard and after 3½ years, we find it a necessary addition for the growth of our business. Please be aware that we have avoided reservations at the Hawthorn Grill because of some of the (to our way of thinking) unpleasant realities we find necessary to outline here.

**\*Reservations:**

We will begin taking reservations for a given month three months in advance, by phone at (937) 298-2222; for dinner service and holiday brunches only. Example: For the entire month of December, 2014, we will start taking reservations on September 1, 2014.

**\*Cancellation policy:**

Reservations must be cancelled at least 24 hours prior to reservation. No exceptions.

**\*Credit Card required to hold a reservation:**

If reservation is not cancelled within the time limit allowed or the party does not show up for the reservation, the credit card given at time of reservation will be charged \$10 for each person expected. The reserving party will be issued this dollar amount in the form of a gift certificate to be used on a subsequent visit. (Example: If a party of 5 does not show up for their reservation, a \$50 gift certificate will be issued to the card holder.)

**\*\*NOTE: GIFT CERTIFICATES NOT REDEEMABLE FOR CASH\*\***

**\*Promptness:**

Your table will be held for 15 minutes after your reservation time. If you are later than that, we reserve the right to cancel your reservation and charge the credit card gift certificate minimum stated above.

**\*Time limit per table per reservation:**

Because we are now scheduling multiple parties each evening and have to account for reservations later in the service as well as the time it takes to serve each guest in proper Hawthorn Grill style, we reserve the right to limit your time at the table to two hours (timed from the scheduled reservation; not the time seated, served, etc.).