

Terms and Conditions

Mama Mulan 木蘭

Bookings: over 11+ persons

To secure a table for 11 people or more, we require a credit card, inclusive of valid expiry date and security code, before we are able to confirm or secure the booking.

Bookings: Functions & Private Dining Rooms

To secure a function or Private Dining Room, we require a credit card, inclusive of valid expiry date and security code, before we are able to confirm or secure the booking.

Cancellation Policy: Functions & Private Dining Rooms

For all functions and Private Dining Rooms, there is a cancellation fee equal to the bookings set minimum spend, unless we receive written notice of the cancellation 72 hours prior to the booked time of the reservation

Guest Confirmation

At time of confirmation, expected numbers are requested. Within (2) days prior to the reservation date, the final number of guests is required. Numbers given at this point will be considered final except where permitted by management.

Guest Attendance

It is important to let us know if you are running late, as your table may be booked for another reservation after your seating. Please contact us to advise of any delay (We are closed between 3pm-5.30pm everyday). If no notice is given, we will hold the table for a period of twenty (20) minutes before the reservation is considered a no-show.

Bring Your Own (BYO) Policy

Under no circumstances will the restaurant allow to bring any outside food or beverage into the restaurant premises, except where permitted by management.

Liquor License

We are a fully licensed restaurant. We are not licensed to permit any BYO (Bring Your Own) alcohol.

Functions Definition

The restaurant classifies any booking of 13 or more persons to be a function.

Service Charge

For all functions (over 13 people include kids) & Private Dining Rooms, a 10% service charge will apply to the total bill. (public holiday will be total 15% surcharge)

Minimum Spend

For all functions & Private Dining Rooms a minimum spend, subject to management, will apply to the bill. These minimums will typically be \$500 for the Magnolia and Blossom rooms, and \$1500 for the Mama Mulan Den – these minimums are subject to change according to management.

Live Music

We are not licensed for live entertainment.

Decorations

Guests are most welcome to decorate their private dining room or table for their special occasion – flowers or balloons. If you're having any decorations delivered directly to the restaurant, please arrange this with restaurant management. Strictly no confetti or glitter is permitted.

Billing Policy

The final bill will be presented to the host or contact person at the end of the meal or event, whereby full payment is required by credit card or cash. No bank cheques or personal cheques will be accepted. Split payments are not accepted except where permitted by management.

Public Holiday Surcharge

A 10% surcharge applies to the total bill on all NSW and National Public Holidays

Damage or Loss

The restaurant accepts no responsibility for damages to, or loss of, guest property in the restaurant or private dining rooms. Customers will be charged for any damage caused to the restaurant.

Smoking

There is strictly no smoking on or in any of the restaurant premises. Any persons found to be smoking on the restaurant premises are liable for a penalty fee of \$100 to cover cleaning and/or decontamination costs.

Please also note the Chatswood Concourse precinct is a smoke-free area with fines for smoking.

Under 18 years old policy

If any person under 18 attending your function is attempting to consume alcohol, the booking will be terminated immediately.

Responsible service of alcohol

The restaurant enforces the responsible service of alcohol (RSA). All food and beverages must be consumed on our licensed premises. No beverage of any kind will be permitted for any person to be brought into the restaurant for consumption, and no open beverage of any kind may leave the premises. Intoxicated persons will be removed from the premises.

Drug Policy

Mama Mulan restaurant does not condone use of drugs or any illicit activities and conducts a "NO TOLERANCE" policy. People caught in the possession of drugs will be removed from the premises immediately and directed to the appropriate authorities. The restaurant reserves the right to cancel bookings and/or functions on the spot without refund where illicit activities are found.

Management Reserves all Rights

Management reserves the right to cancel any booking or function without liability if unforeseen circumstances should arise. In a case of any such situation, the restaurant will make every effort to give as much notice as possible to the customer; any deposits will be fully refunded.