

## OGC RESERVATION POLICY

1. OGC accepts reservations on a first come, first served basis. However, OGC limits reservations during peak times to accommodate walk-in customers.
2. To accept a reservation a party is required to provide a name, contact phone number and the number of guests.
3. An email, voicemail or online submission (collectively, a “**message**”) for a reservation does not constitute a reservation. Each reservation must be confirmed by OGC.
4. OGC strives to answer all messages within 24 hours. Generally, a message sent before 4:00 pm will be answered the same day whereas a message sent after will be answered the following day. If a message is sent on a holiday or day OGC is not open, it will generally be answered the following day.
5. If a party is greater than 10 people, it will be called at the contact number the day before to confirm. If there is no answer and the call is not returned within two hours, OGC may cancel the reservation at its discretion.
6. Reservations during peak hours are limited to two hours which can be waived at OGC’s discretion. Alternatively, OGC can work with the party to accommodate a longer reservation which will require a minimum spend per person.
7. Parties are required to arrive on time for their reservation. If they have not arrived within 15 minutes of the time of their reservation, OGC is permitted to cancel the reservation or call the contact number to confirm the reservation. Further, if some members of a party have not arrived within 30 minutes of the time of their reservation, OGC is permitted to free unused but reserved tables for other guests.
8. If a party is looking to book a specific area or a large group, a deposit may be required.
9. There may be instances where one party of guests is not abiding by OGC’s reservation policy to the detriment of another party (i.e. one party has been advised that they have a two hour reservation but stays longer than two hours). In such a situation, OGC will do everything reasonable to seat this later party as soon as possible in another location.