Festive Dining Terms and Conditions 2026

CHRISTMAS DAY

All Christmas Day reservations require **full pre-payment** to secure the booking. Please advise the number of adults and children in your booking so the correct pricing can be applied when the payment link is issued. Groups of 1 to 4 guests: Full payment is required at the time of booking. Groups of 5 or more guests: A 50% deposit of the total booking value is required by **15 November**. Reservations without a deposit will be **automatically canceled**. The remaining 50% balance must be paid by **12 December**. The Fortuna team will provide payment links for all required payments. Online payments incur a **2% surcharge**. To avoid this fee, payment may be made in person at the venue. We cannot accommodate split payments. One payment account applies per reservation.

GUEST NUMBERS, CHANGES & CANCELLATIONS

Final guest numbers, including adults and children, must be confirmed by **12 December**. Any requests to reduce guest numbers, amend bookings, or cancel reservations must be made in writing by 12 December via fortuna.reservation@skycity.co.nz Additional guests requested after 12 December may be declined due to venue capacity restrictions. Any reduction in guest numbers received after 12 December will still be charged at the original confirmed booking value. Failure to pay the final balance by 12 December will result in the **forfeiture of payments** already received and automatic cancellation of the reservation, unless prior arrangements have been approved by the Fortuna team.

REFUND POLICY: All payments are **non-refundable** after **12 December**

DINING INFORMATION

Tea, coffee, and water are included in the buffet price. All other beverages are available for purchase on the day or may be pre-ordered through the Fortuna booking page. Fortuna Buffet Restaurant is fully licensed. **No BYO is permitted**. Due to restaurant layout, larger groups may be seated across multiple tables. We will make every effort to seat groups together where possible.

TABLE ALLOCATION TIMES

Table durations commence from the reservation time and cannot be extended.

Breakfast: 90 minutes (1.5 hours)
Lunch: 120 minutes (2 hours)
Dinner: 120 minutes (2 hours)

Fortuna reserves the right to make the final decision on any disputes relating to reservations, payments, service matters, and these Terms & Conditions.

NEW YEAR'S EVE

All New Year's Eve reservations require **full pre-payment** to secure the booking. Please advise the number of adults and children in your booking so the correct pricing can be applied when the payment link is issued.

Groups of 1 to 4 guests: Full payment is required at the time of booking. Groups of 5 or more guests: A 50% deposit of the total booking value is required by **1 December**. Reservations without a deposit will be **automatically canceled**. The remaining 50% balance must be paid by **17 December**. The Fortuna team will provide payment links for all required payments. Online payments incur a **2% surcharge**. To avoid this fee, payment may be made in person at the venue. We cannot accommodate split payments. One payment account applies per reservation.

GUEST NUMBERS, CHANGES & CANCELLATIONS

Final guest numbers, including adults and children, must be confirmed by **17 December**. Any requests to reduce guest numbers, amend bookings, or cancel reservations must be made in writing by 17 December via fortuna.reservation@skycity.co.nz Additional guests requested after 17 December may be declined due to venue capacity restrictions. Any reduction in guest numbers received after 17 December will still be charged at the original confirmed booking value. Failure to pay the final balance by 17 December will result in the **forfeiture of payments** already received and automatic cancellation of the reservation, unless prior arrangements have been approved by the Fortuna team.

REFUND POLICY: All payments are **non-refundable** after **17 December**

DINING INFORMATION

Tea, coffee, and water are included in the buffet price. All other beverages are available for purchase on the day or may be pre-ordered through the Fortuna booking page. Fortuna Buffet Restaurant is fully licensed. **No BYO is permitted**. Due to restaurant layout, larger groups may be seated across multiple tables. We will make every effort to seat groups together where possible.

TABLE ALLOCATION TIMES: Table durations commence from the reservation time and cannot be extended. Dinner: 120 minutes (2 hours)

Fortuna reserves the right to make the final decision on any disputes relating to reservations, payments, service matters, and these Terms & Conditions.