

REFUND POLICY

Cooroy Hotel adheres to Australian Consumer Law to provide refunds in certain circumstances. This policy sets out our obligations:

We are of course not required to provide a refund or replacement if you change your mind.

If your order has been confirmed with us, we cannot accept cancellations as we will have already started to prepare your meal.

You can choose a refund or replacement meal if:

- your meal is significantly different from the description relied upon when ordering, or
- it is not fit for consumption, or
- has not been supplied.

Food order errors:

If you receive food that is different from your receipt, or is incomplete, we sincerely apologise. Please call the Manager on [5472 1900](tel:54721900) as soon as you are aware of the error in your order. Note we do not offer refunds but will gladly swap your meal for a new one up to the same value.

Food dissatisfaction:

We prepare fresh food to order with only the best and freshest ingredients. We take great pride in all the food we make. Please call the Manager immediately on [5472 1900](tel:54721900) if you receive unsatisfactory food, caused by e.g. uncooked protein, contamination, or evidence of foreign objects. All claims must be made within a reasonable time of receipt of your order so that we can respond promptly.

In this event please take a picture and send it to: dutymanager@cooroyhotel.com.au so that we may investigate and deal with the issue. We understand this is an inconvenience and do not require you to return your initial meal or wait whilst we prepare your replacement meal.