

Buffalo Phil's Policies



Welcome to Buffalo Phil's! We are delighted to have you. Please take a moment to review our policies. Buffalo Phil's reserves the right to refuse service to any person who is disruptive, threatening, abusive, or whose behavior negatively impacts the safety and dining experience of our guests and staff. This policy is enforced to ensure a safe and welcoming environment for everyone.

- ❖ We ask all customers to wear appropriate and respectful attire to maintain a pleasant atmosphere for all.
- ❖ No smoking inside Buffalo Phil's or outside on our patio.
- ❖ We will try to accommodate requests for dietary restrictions, seating preferences, or high chairs, but availability cannot always be guaranteed.
- ❖ All members of your party must be present in order to be seated.
- ❖ Please treat our staff with respect and refrain from using threatening, rude, or vulgar language. Our staff will show the same respect to our customers.
- ❖ Last call for the bar is 15-minutes before closing. No drinks will be served after the restaurant is closed.
- ❖ All customers will be asked to leave 30-minutes after the restaurant is closed.
- ❖ Customers may not sleep or have their heads down on the tables or bar top.
- ❖ Table Time Limit Rules: 2-4 people are 90-minutes or less; 6 or more people are 1.5-2-hours or less. If customers reach the time limit for their table, those guests are subject to an 18% Gratuity.
- ❖ Bar Top Time Limit Rules: Once a customer's time has reached 75-minutes, that customer is subjected to an 18% Gratuity.
- ❖ An ID is required to purchase alcohol. A picture of an ID is NOT acceptable. Acceptable forms of ID to purchase alcohol are a U.S.-issued driver's license, a U.S.-issued special ID card (non-driver's license identification), a military ID, or a passport.
- ❖ ALL ALCOHOL SALES ARE FINAL. If you order a drink or beer, you will pay for it. If you have any questions about a beer or drink recipe, PLEASE ASK BEFORE ORDERING.
- ❖ Children are not allowed to sit at the bar and may not be left unattended at a table. Customers with children must remain at their table and order from their server.
- ❖ Parents are responsible for supervising their children to ensure they do not disturb other guests or cause a safety hazard. Children must remain at their table and should not run throughout the restaurant.
- ❖ No yelling, use of noisemakers, pounding on the table/bar, cussing/swearing, dancing/twerking, flashing or any indecent/inappropriate behavior.
- ❖ If you spill your drink or beer, we will NOT remake it for free. You may buy a replacement drink or beer. If you spill someone else's drink or beer, YOU will pay for that drink or beer.
- ❖ All employees are trained to monitor for signs of intoxication and will stop serving alcohol to impaired customers. Once a customer has been cut off, none of the staff members will server that customer alcohol.
- ❖ Outside food or drinks are not permitted unless pre-approved by a manager.
- ❖ Expect prompt service but understand that the pace may vary depending on the meal and the capacity of the restaurant. Understand that servers nor bartenders have any control over the kitchen delays. Please be nice to the serving staff.
- ❖ "Light ice" or "No ice" does not mean you get more liquor.
- ❖ Customers are not allowed to purchase To-Go food then sit down at a table to eat it, unless you sit at the bar and order an alcoholic drink. If you order To-Go food, it is meant to be To-Go food.

Policies for Gratuity



- ❖ A party of 6 or more people.
- ❖ \$100 Table limit (When a **table or group** of guests collectively reach \$100 or more, those guests are subject to an 18% gratuity.)
- ❖ Closed/Reopened checks (If you cash out with your server then decide to reopen your check with the same server or a different server, you will be charged an 18% gratuity.)
- ❖ Moving Table/Section/Server (If a customer decides to close out with their server or bartender then wants to move to a different server's section or the bar, you will be charged an 18% gratuity.)
- ❖ Multiple tables (If a customer pushes two tables together even though they don't have that many people joining them, you will be charged an 18% gratuity.)
- ❖ To-Go Food (All To-Go food will be charged an **10%** gratuity, unless the total is over \$150.00. If the total is over \$150, you will be charged an 18% gratuity.)
- ❖ Picking up Check. (If a customer decides to pay for another customer's check at a different table/server or at the bar top, you will be charged an 18% gratuity.)
- ❖ Table Time Limit Rules: 2-4 people are 90-minutes or less; 6 or more people are 1.5-2-hours or less. If customers reach the time limit for their table, those guests are subject to an 18% Gratuity.
- ❖ Bar Top Time Limit Rules: Once a customer's time has reached 75-minutes, that customer is subjected to an 18% Gratuity.