

THE OVERLOOK GRILL BY HARRISON'S

RESERVATION POLICIES FOR FRIDAY, MAY 8, 2020

Confirming Your Reservation

- Once you have submitted your online reservation request, an Overlook Grill staff member will contact you either by email or by telephone to let you know whether or not we can accommodate your request.
- If we can accommodate your request for a reservation and you would like us to continue to hold the space for your party, we will require a valid credit card number at this time for any group of 5 or more.
- We take your credit card information to hold your spot for this very busy day and in case of no shows and late cancellations that we cannot fill. Your card will only be charged if you do not show up for your reservation or in case of a late cancellation that we cannot fill (see below for Cancellation/"No Show" Policies).

Cancellation & "No Show" Policies

Please make any changes to your reservation *no later than 5pm on Wednesday, May 6, 2020*. This includes cancellations and any changes to the number of people in your party. We cannot guarantee we will have space for increases in number.

Late-Cancellations:

- If the number of people in your reservation drops, or if you cancel your reservation after 5pm on May 6, 2020, we reserve the right to charge a late-cancellation fee to your credit card on file.
- The late-cancellation fee is \$20 multiplied by the number of people in your reservation.
- We will not charge this late cancellation fee, however, if we can fill this spot with another reservation, and we will make every effort to do so.

"No Shows"—Complete or Partial:

- If no one in your party shows up for the reservation (a Complete "No Show"), we reserve the right to charge a "Complete No Show" fee to your credit card on file.
- If fewer people show up for your reservation than the number that was given to us no later than 5pm on Wednesday, May 6, 2020, we reserve the right to charge a "Partial No Show" fee to your credit card on file."
- "No Show" Fees: The "Complete No Show" fee is \$20 multiplied by the number of people in your reservation. The "Partial No Show" fee is \$20 multiplied by the number of people in your reservation that did not show up.

Other Policies for Friday, May 8, 2020

- 18% gratuity will be added to groups of 8 or more. Your server will inform you of this when you are given your bill.
- Please be on time for your reservation. If you are running late, we can only guarantee we will be able to hold your table for 15 minutes past your reservation time. Please also keep in mind that this is a very busy day, and we will be accommodating other reservations at your table both before and after your own reservation.

- No outside food or beverage is allowed in the dining room—including but not limited to bottles of wine, cakes or cupcakes—on this day.

Location & Parking

The Overlook Grill is located at the Mt. Nittany Overlook Building in Centre Hall, PA. The street address is as follows:

559 N Pennsylvania Avenue (also called PA Rte 144)
Centre Hall, PA, 16828

The Overlook Grill has its own parking lot, but carpooling is highly encouraged on this busy weekend.

The Overlook Grill is located roughly 12 miles from the Bryce Jordan Center on Penn State's campus. Travel time with normal traffic conditions is about 20 minutes. Please allow extra time for travel due to congested traffic conditions on this weekend.

If you are traveling from out of town on this day, please keep in mind that traffic into State College will be much, much heavier than usual on this day, and your travel time will likely be much longer than on other days of the year.