The Schoolhouse Dining FAQ
小园用餐常见问题解答(FAQ)及指南

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The general information presented here applies to The Schoolhouse, Xiaolumian, and the Brickyard.
此文件信息统一适用于小园，小庐面及瓦厂

Allergies, Food Sensitivities & Health Concerns
过敏、食物过敏和健康问题

We encourage guests with serious food allergies to bring to our attention in advance and to bring their own food if they feel necessary. We ask guests with allergies, food sensitivities, or health concerns to alert our staff. Recipes are available for inspection and we will try to accommodate special requests.
我们建议食物过敏严重的客人提前获取我们的关注并且在认为必要的前提下自备食品。我们要求存在过敏、食物过敏或健康问题的客人提醒我们的工作人员注意。食谱可供查阅。我们会尽量满足您的特殊要求。

Our kitchens are all used at times to prepare dishes with peanuts and tree nuts.
我们的厨房随时配备花生和坚果。

We are not liable for guests who have allergic reactions of any kind to our foods or to any items contacted while on our premises. We are not in a position to provide any medical care. In case of an emergency we will help arrange transportation to the nearest hospital in Huairou, about 20 kilometers. Guests may be charged for the cost of the transportation and related services.
客人在我们这里接触任何食物或物品有过敏反应，我们均不承担任何责任。**我们不提供任何医疗保健服务。如有紧急情况，我们会帮您安排车辆到最近约20公里的怀柔医院。客人要自行承担交通及相关服务的费用。**

Celiacs 脂泻病

Our menus all include choices appropriate for people with celiac disease. However, we are not liable for adverse reactions to any foods consumed by guests.
我们所有菜单均为患有脂泻病的客人提供有合适选择。但是，对于客人购买的食品产生的任何不良反应，我们均不承担责任。

Children 儿童

Kids are welcome at all of our restaurants. Parents/Accompanying Adults are responsible for caring for their minor children and ensuring that they do not disturb the peaceful enjoyment of our venues by other guests, do not climb, throw rocks or gravel, or otherwise engage in unsafe activities, and do not damage our furnishings, buildings, and grounds.
我们所有的餐厅均欢迎小朋友用餐。父母/陪同成人有义务照顾他们带来的小孩子并保证他们不会打扰其他客人的宁静，不可以攀爬，乱扔石子、沙砾，或进行任何不安全活动，并请不要损坏我们的家俱，建筑及地面。

Comments 意见卡

All guests are encouraged to fill in one of our comment cards. Our food and service committee reads all the comment cards received every Monday afternoon. If you provide contact information we will follow up with you regarding actions we have taken to address your concerns. Only with the help of our guests can we continuously improve our services. Thank you!
我们建议所有的客人填写我们的意见卡。我们的食品和服务团队成员在每周一下午阅读所有的意见卡。如果您提供给我们联系方式，我们会向您汇报相应的行为举措。 只有在您宝贵意见的帮助下，我们才能持续的提高我们的服务。谢谢！

Corporate Functions 公司活动

We offer a broad range of meeting, program, and dining services to corporations and organizations that want to conduct off-site functions in a special locale. Please feel free to contact us for more info by emailing info@theschoolhouseatmutianyu.com. We will be glad to provide you with a complete introduction to our capabilities and services.
我们为希望在特殊地点举办活动的公司和组织提供一系列会议，活动和用餐服务。请您通过邮件方式发送您的需求给info@theschoolhouseatmutianyu.com. 我们将很高兴为您提供关于我们的容纳量和服务的完整介绍。

Credit Cards 信用卡支付

For the convenience of our guests, The Schoolhouse gladly accepts Visa, MasterCard, American Express, Diners Club and JCB as well as major Chinese domestic cards.

为给我们的客人提供方便，小园很高兴接受Visa卡，万事达卡，美国运通卡，大来卡，日本信用局卡和中国国内银行卡付款。

Everyone is Welcome 我们欢迎每个人

We welcome guests from all nations and we operate under a strict policy of non-discrimination. Families and kids are welcome. Our aim is to provide a pleasant and safe experience for all visitors and we ask that our guests behave in accord with this.
我们欢迎来自所有国家的每位客人并严格遵守无歧视的运营准则。我们也欢迎家庭和儿童。我们的目标是为所有的来访者提供一个愉快且安全的环境，并且请客人也尊重此行为准则。

Food from Outside 外界食品

We do not permit guests to bring their own food or drink to consume in or on our premises without prior special arrangement.
在您没有特殊安排的前提下，我们不允许您自带食品和饮品在本餐厅用餐。

If you have serious food allergies or religious requirements about the food you eat please contact us before your arrival.
如果您有严重的食品过敏或者有关于食品的信仰要求，请在到店前联系我们。

Halal 清真

Many of our foods are pork free and/or can be ordered without pork or pork products. However, our foods are not certified as halal.
很多我们的食品为没有猪肉，或者您可以点无猪肉或猪肉产品的菜肴。但是，我们的食品并没有清真证书。

High Chairs 婴儿椅

We provide high chairs for babies on request.
如果有要求，我们为婴儿提供婴儿椅。

Holidays 节日

Official Chinese holidays tend to be very busy with heavy traffic. We suggest you arrive early or come later in the afternoon to avoid the rush. Please be sure to make a reservation in advance so we can be sure to be ready to serve you.
法定节假日通常非常忙且交通拥堵。我们建议您提前或者在下午稍晚时分到达以避免堵车。请务必提前预订，这样我们可以保证提供给您周到的服务。

We offer special meals on a variety of Western and Chinese holidays including Spring Festival, Easter, Mother's Day, Mid-Autumn Festival, American Thanksgiving, Christmas, and New Year. Our regular a la carte menus may not be available during these occasions.
在特殊节日里，我们提供一系列中西式食品。这样的节日包括春节，复活节，母亲节，中秋节，美国感恩节，圣诞节和新年。在节日期间，我们很可能并不服务零点菜单。

Hours 营业时间

The Schoolhouse is open to the public 365 days a year from 09:00 to 21:00. Xiaolumian is open to the public weekends and holidays from 12:00-16:00 from April through October. The Brickyard is not open to the public as it serves only our lodging or group guests.
小园对外全年营业，时间为早09:00至晚21:00。小庐面只在周末和节假日对外营业，时间为4月至10月间的12:00至16:00。瓦厂只服务其住宿客人和团队用餐，不对外开放。

Kids Menu 儿童菜单

The Schoolhouse offers items especially for children on the a la carte menu. These selections are wholesome and meant for smaller appetites.
小园在其零点菜单上有特殊为儿童提供的选项。这些选项均为安全且小份的。

Kosher 犹太教规清洁食物

Our venues are not able to offer food certified as kosher.
我们的所有场所均不能提供有证书的犹太教规清洁食物。

Languages 语言

Most of our staff are Chinese from the local area. Chinese is the language they work best in but we try to offer service in English as well. We appreciate your understanding and patience.

我们大部分的员工为本地区中国人。汉语是他们能够使用的更方便的语言，但是我们也试着用英文服务。感谢您的理解和耐心。

Nuts 坚果

Our kitchens are all used at times to prepare dishes with peanuts and tree nuts. Please see Allergies above.
我们的厨房现在均使用花生和坚果准备菜品。过敏反应等详见上述。

Pets 宠物

The Schoolhouse campus and Xiaolumian are dog-friendly and guests frequently bring their dogs for a lark in the country. There are a variety of trails and lawns here and through the village and nearby hills. We ask that dogs be kept on leash and that they remain outdoors. The Brickyard does not permit pets, including dogs.
小园庭院和小庐面是允许带狗的，我们的客人经常会带着他们的狗来到乡村游玩。村庄里和附近的小山上有各种小路和草坪。我们要求狗必须佩带狗链并保持在室外。瓦厂不允许任何宠物出没，包括狗。

Reservations and Cancellations 预定和取消

We encourage advance bookings for tables for dining during our regular hours, especially for groups of 8 or more people.
我们鼓励客人在我们正常营业时间内提前预订餐位，尤其是8位以上的团队。

Reservations may be required for special functions such as our Country Gourmet dinners and this requirement will be noted in the announcement information. We will require that these reservations be secured with a credit card.The Schoolhouse will cheerfully accept cancellations 48 hours in advance of a special function. Cancellations of secured reservations less than 48 hours before a function may incur a cancellation charge of up to 100% percent. Thank you for understanding that a reservation for a special function is a mutual commitment.
针对如乡村晚宴类的活动，我们要求客人提前预订，并且此类活动会在推广信息中体现。要求信用卡号来确认此类预订。在48小时以内的预定取消将可能产生高达100%的取消费用。特殊活动的预定被视为一项对彼此的承诺，谢谢您的理解。

Different booking and cancellation policies may apply to group functions booked by our customers. In this case the terms specified in our written quotation will govern.
我们有不同的预定和取消政策适用于团队客户的订餐。在此类情况中，我们报价单中的细化条款将会适用。

Reserved tables will be held for 30 minutes after the booked time of arrival; after that the tables may be released to other guests.
您预订的餐位将会在您预订时间的基础上保留30分钟；之后餐位可能会被其他客人使用。

Restrooms 卫生间

Our restrooms have hot and cold running water. The Schoolhouse ladies room includes a lounge area and baby-changing table. The restrooms at the adjacent Art Room on our campus are handicap accessible. Xiaolumian offers a unisex toilet only.
我们的卫生间有热水和冷水的供应。小园女卫生间包含一个休息区和婴儿换洗台。在小园庭院附近的美术室有残疾人卫生间。小庐面只有男女混用卫生间。

Smoking 吸烟区

We ask that guests refrain from smoking indoors, including restrooms. Smoking is permitted in designated private rooms or outdoors anywhere.
我们要求客人不要在室内吸烟，包括卫生间。只允许在相应房间内（现只为瓦厂吸烟棋牌室）和室外吸烟。

Special Occasions 特殊情况

The Schoolhouse and our other venues offer ideal setting for weddings, anniversaries, birthdays, graduation parties, or any other celebration that you want to be really special. We will work with you to create a total solution for a memorable occasion under the Great Wall at one of the venues on our campus.
小园和我们其他场所为您的婚礼，纪念日，生日，毕业派对或其他您希望特殊庆祝的日子提供理想的服务。我们将会和您一起创立一个完整的方案，为您在长城脚下，我们的任何一处场所中，庆祝一个充满纪念意义的日子。

Sunday Morning Breakfast 周日早餐

Every Sunday morning is the occasion for a generous country breakfast at The Schoolhouse. Get up early or late, you will find freshly baked goodies, eggs to order, and piping hot coffee.
每个周日早晨小园会提供一顿美味的乡村早餐。 无论您早起或者晚起，均可以享受新鲜的烘焙品和鸡蛋及热咖啡。

Tour Bookings 旅行社预订

The Schoolhouse welcomes tour bookings. Tour providers and land operators may contact us at info@theschoolhouseatmutianyu.com. We welcome the chance to work with you to provide a complete package for your guests.
小园欢迎旅行社预订。旅行社和地接社可以发邮件至 info@theschoolhouseatmutianyu.com. 我们期望与您一起提供给客人完整的旅行计划。

Vegetarians 素食者

Our menus offer many vegetarian selections, including vegan options. Many of our dishes can be prepared without meat and/or dairy upon request.
我们的菜单提供很多素食选项，包括完全素食主义者的选项。 我们可以根据要求为您准备完全没有肉类和/或奶制品的菜品。

Water 水

Our complimentary iced water is potable and we drink it, too! We will also provide complimentary hot water on request.
我们的免费冰水是可以直接饮用的，这也是我们内部的饮用水！我们也会在有要求的情况下为您提供免费的热水。

We do not offer distilled or mineral water in plastic bottles as a conservation measure. We do sell Chinese mineral water in glass bottles.
作为一项环保措施，我们并不提供塑料瓶装的带汽水或者矿泉水。我们销售玻璃瓶装的中式矿泉水。

Wine Service 酒品服务

We offers wines selected to complement our menus. Guests are also welcome to bring wines of their own choice to consume with their meals at our facilities. We will charge a nominal wine service fee.
我们提供酒品选项来补充我们的菜单。我们也欢迎客人在我处用餐时自带酒水。我们会收取一项相应的酒水服务费。

Wireless Internet 无线网络

All of our facilities offer wireless internet access free of charge to all visitors.
我们所有的场所均为所有的到访者提供免费的无线网络。

The Fine Print 附属细则

All of our facilities, products, and services are provided as-is without any warranties. Usage begins upon entry to any of our grounds or buildings. Usage, including parking on or off our property, is at the sole risk of guests. Neither the Beijing Mutianyu Schoolhouse Restaurant Company, Ltd. (MSR) nor any affiliate shall have any liability for any losses, damages, or injuries to property or person incurred by any individual using our grounds or buildings. Individual user and/or the individual or company paying for and/or using a complimentary voucher for products or services on the visit shall indemnify MSR against all claims arising from usage.

我们所有的场所，产品和服务只照原样提供，无任何保证。进入我们任何场地或者建筑视为开始使用。使用，包括在或不在我们的场地停车，由客人自担风险。任何使用我们场地或建筑的客人，如发生任何损失、损害或对人或物伤害，北京慕田峪小园餐饮公司（包括任何一家我们的场地）均不承担任何责任。付款的个人，付款的公司或者使用免费代金券的个人需负责确保您团队的所有成员都了解此弃权条款。