



shop around

## Questions & Answers

1. Can a restaurant add a service charge to your bill?  
**Yes, if it is shown clearly on the price list or menu from the outset**
2. If a service charge is shown clearly on the price list and menu, do you always have to pay it?  
**Yes, unless you are unhappy with the service you've received, in which case you can refuse to pay some or all of it. Note: This is just about the service element of your dining experience. If you have a problem with the food, you can seek to reduce the main part of your bill**
3. If you become ill as a result of food you bought from a café or restaurant, who should you make a formal complaint to?  
**The Environmental Health Department from the local council which covers the restaurant's area. Remember to also consult your GP, as many strains of food poisoning can be extremely serious – you may put others at risk without realising**
4. You think that the new Oscar-winning movie is rubbish. Can you ask for your money back?  
**No, not unless the sound or picture quality is poor**
5. If you have been to see a film at the cinema you will probably have seen a presentation by FACT before the film begins. What do the initials FACT stand for?  
**The Federation Against Copyright Theft**
6. How old must you be to buy beer in a public house?  
**18 years old**
7. If, on your homeward journey, the taxi driver charges you three times what you were charged going into town, where should you complain?  
**To the taxi firm first. If you are not satisfied, contact the Taxi Licensing Officer –Driver and Vehicle Licensing Northern Ireland (DVLNI)**
8. What is the meaning of the initial U in a British Board of Film Classification certificate?  
**Universal – meaning suitable for all**