

Restaurant Policies

Effective Date: October 2, 2026

At **El Titanic Mexican Restaurant LLC**, we want every guest to enjoy a welcoming, safe, and enjoyable dining experience. The following policies are intended to provide clear expectations and help us provide consistent service to all our guests.

Menu Pricing & Information

The **base prices shown on our menu and website are the same**. However, the purchase price of an order may vary when substitutions, modifications, add-ons, extras, additional ingredients, additional sides, or other requested changes are made.

Additional charges may apply depending on the request or item selected. Applicable taxes and fees may also be added to the final total.

Menu items, ingredients, specials, and availability are subject to change.

Substitutions, Modifications & Add-Ons

We are happy to accommodate reasonable requests when possible.

Substitutions, modifications, add-ons, extra ingredients, additional toppings, additional sauces, multiple flavors, additional sides, or other changes may result in an **additional charge**.

Some menu items may not be eligible for certain substitutions or modifications. Please ask your server if you have questions before ordering.

Payment Policy

El Titanic Mexican Restaurant LLC accepts approved forms of payment available at the time of purchase.

A **3.5% card processing fee** may apply to payments made by credit or debit card. Guests may choose another available payment method to avoid this fee.

Depending on your financial institution, card transactions may occasionally appear as pending or result in a temporary pre-authorization hold. The timing for the release of any hold is determined by the guest's financial institution.

Itemized receipts are available upon request.

Cash Transactions

Cash transactions may be rounded to the nearest available denomination when necessary based on the availability of coin currency.

Any applicable rounding affects only the final cash amount due and does not change menu prices, applicable taxes, or card transactions.

To-Go Orders

We carefully review to-go orders before they leave the restaurant; however, mistakes can occasionally happen.

Guests are encouraged to check their order before leaving the restaurant. If an order is incorrect or an item is missing, please contact us or return to the restaurant **the same day** with the order and/or receipt so we can review the issue and make it right.

For qualifying meal orders over **\$5.00**, one bag of chips and one salsa may be included unless otherwise stated. Additional chips, salsa, cheese dip, sides, sauces, or other extras may result in an additional charge.

To-go chips, salsa, cheese dip, and similar items may also be sold separately.

Food Allergies & Dietary Requests

Guests with food allergies or dietary restrictions should inform their server **before ordering**.

We will make reasonable efforts to accommodate requests when possible. However, our kitchen prepares many different foods in shared preparation, storage, cooking, and serving areas. Because of this, we cannot guarantee that any menu item will be completely free from a particular allergen or ingredient.

Guests with severe allergies should speak with a manager before ordering.

No Pets & Service Animals

For the health, safety, and comfort of our guests, **pets are not permitted inside El Titanic Mexican Restaurant LLC**.

This policy does not apply to qualifying service animals under the **Americans with Disabilities Act (ADA)** or other applicable law.

Under ADA guidance, a service animal is generally a dog individually trained to perform work or tasks for a person with a disability. Service animals are working animals and are not

considered pets. Animals whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA.

Service animals must remain under the control of their handler. When it is not obvious that a dog is a service animal, employees may ask only whether the dog is required because of a disability and what work or task the dog has been trained to perform. Employees may not require certification or documentation for animal service.

A service animal may be required to leave if the animal is out of control and the handler does not take effective action to control it, or if the animal is not housebroken. If a service animal must be removed for a permitted reason, the guest will still be given the opportunity to obtain our goods or services without the animal present.

The ADA also contains separate provisions for individually trained miniature horses, which must be reasonably accommodated when the applicable requirements can be met.

For additional information about service animals, please visit [ADA.gov – Service Animal Requirements](https://www.ada.gov/service-animal-requirements).

Alcoholic Beverages – 21+ & Zero-Tolerance Policy

You must be 21 years of age or older to purchase, receive, possess, or consume alcoholic beverages at El Titanic Mexican Restaurant LLC.

El Titanic Mexican Restaurant LLC maintains a **ZERO-TOLERANCE POLICY** regarding underage alcohol possession and consumption.

South Carolina Department of Revenue guidance states that possession of beer, wine, or alcoholic liquor by a person under 21 is a criminal offense and that knowingly providing false age information for the purpose of purchasing alcohol is unlawful. South Carolina also prohibits transferring or giving beer, wine, or liquor to a person under 21.

Our zero-tolerance policy means:

- No alcohol sales or service to anyone under 21.
- No underage possession or consumption of alcohol on our premises.
- No purchasing, ordering, obtaining, sharing, transferring, or giving alcohol to anyone under 21.
- No use of false, altered, borrowed, or misleading identification or false information regarding age.
- Guests ordering, receiving, or consuming alcoholic beverages may be required to provide a valid government-issued photo ID showing that they are at least 21 years old.
- If age or identification cannot be reasonably verified, alcohol service will be refused.

Any guest who violates or attempts to violate this policy may have alcohol service refused or discontinued and may be asked to leave the premises.

El Titanic Mexican Restaurant LLC reserves the right to **refuse or discontinue alcohol service** when appropriate for the safety of our guests, employees, and community.

South Carolina law prohibits operating a motor vehicle while under the influence of alcohol. We encourage our guests to drink responsibly and arrange safe transportation when needed.

Alcoholic beverages are available only during the days and hours permitted by our licenses, applicable laws, and restaurant policies.

On Sundays, El Titanic currently serves beer only.

Drink specials, Happy Hour pricing, and promotional alcoholic beverage offerings are subject to applicable laws, dates, times, availability, and restaurant policies.

21+ Means 21+. No Exceptions.

Reservations & Seating

Reservations may be accepted depending on availability, party size, date, and time.

A reservation request is not guaranteed until El Titanic Mexican Restaurant LLC has confirmed it.

During busy periods, seating requests may not always be available and waiting times may vary.

We reserve the right to determine seating arrangements based on restaurant capacity, staffing, party size, and operational needs.

Specials & Promotions

Specials, discounts, coupons, Happy Hour pricing, promotional offers, and other promotions may be subject to specific dates, times, availability, and restrictions.

Unless otherwise stated, promotions and discounts may not be combined.

El Titanic Mexican Restaurant LLC may modify, limit, or discontinue a promotion when necessary.

Gift Cards & El Titanic Familia Rewards

El Titanic Mexican Restaurant LLC offers gift cards and a customer loyalty program known as **El Titanic Familia Rewards**.

El Titanic Familia Rewards is powered by **Shift4**, and participation in the program is voluntary.

Rewards, offers, points, discounts, and benefits may be subject to applicable program terms, eligibility requirements, expiration dates, or other restrictions.

Information regarding personal information collected through El Titanic Familia Rewards is available in our Privacy Policy.

Discounts

Military, veteran, first responder, promotional, or other discounts offered by El Titanic Mexican Restaurant LLC may require verification and are subject to restaurant guidelines.

Discounts may not apply to alcohol, taxes, processing fees, gift cards, promotional items, or other excluded purchases unless specifically stated.

Available discounts and eligibility requirements may change.

Order Issues, Refunds & Adjustments

If there is a problem with your food, beverage, or order, please notify your server or a manager as soon as possible so we have an opportunity to address the concern.

For orders, issues should be reported on **the same day** whenever possible.

Refunds, replacements, discounts, credits, or other adjustments are reviewed based on the circumstances of each transaction and are not automatically guaranteed.

Proof of purchase and/or the applicable food or beverage item may be requested when reviewing an issue.

Guest Conduct

El Titanic Mexican Restaurant LLC strives to provide a welcoming and family-friendly environment for our guests and employees.

Disruptive, threatening, abusive, unsafe, destructive, or unlawful conduct is not permitted.

We reserve the right to refuse or discontinue service or ask a guest to leave when conduct interferes with the safety, comfort, or reasonable enjoyment of our guests or employees, subject to applicable law.

Children & Supervision

Children must remain appropriately supervised by a parent, guardian, or responsible adult while on restaurant property.

For the safety of our guests and employees, children should not run through dining areas, service areas, entryways, or other areas where employees may be carrying food, beverages, glassware, or other items.

Personal Belongings

Guests are responsible for their personal belongings while visiting El Titanic Mexican Restaurant LLC.

Please remember to take all personal property with you before leaving the restaurant.

Hours, Weather & Temporary Closures

Restaurant hours are subject to change due to holidays, severe weather, road conditions, maintenance, utility interruptions, emergencies, staffing needs, or other circumstances.

We may close early, open late, or temporarily close when we believe conditions make normal operations unsafe or impractical.

For current information, please check our website, official social media pages, or contact the restaurant directly.

Website & Menu Information

We make reasonable efforts to keep information on our website, menus, and other materials accurate and current.

Occasionally, typographical errors, outdated information, unavailable items, or other errors may occur. We reserve the right to correct errors or update information when necessary.

Policy Changes

El Titanic Mexican Restaurant LLC reserves the right to update these Restaurant Policies from time to time to reflect operational changes, legal requirements, or changes to our services.

Updated policies become effective when posted on our website unless otherwise stated.

Contact Us

Questions regarding these policies may be directed at:

El Titanic Mexican Restaurant LLC
605 S. Main St., Suite 3
Belton, SC 29627

Phone: 864-338-1917

Email: contact@eltitanicbelton.com

Thank you for choosing El Titanic Mexican Restaurant LLC. We appreciate your cooperation with our policies and your support of our locally owned restaurant.