



# THE VORTEX®

## BAR & GRILL



## STUFF YOU REALLY NEED TO KNOW

**WARNING:** The Vortex is not politically correct. If you are easily offended, there's a good chance you will be offended here. We grill the **Best Damn Burgers in Atlanta**, offer a huge selection of beer & spirits, and serve some really tasty bar grub, all in a casual atmosphere with a no-nonsense attitude. If you really want to enjoy your visit, we suggest you review the policies below, stay out of trouble and learn to play nicely with others.

### IDIOT-FREE ZONE (VORTEX RULE #1)

At The Vortex Bar & Grill the customer is NOT always right. We maintain the option to refuse service to any person that, in our sole opinion, is a great big jerk. We declared The Vortex an official "**Idiot-Free Zone**" back in 1992, and we plan on keeping it that way. Oddly enough, people behaving badly are still shocked when we toss their obnoxious asses out the door. That's because they're idiots. Please don't be an idiot.

### 18 & OVER ONLY

In July of 2005, State bureaucrats, and anti-smoking zealots, enacted the "Georgia Smoke-Free Air Act." As a result, every restaurant owner in Georgia was forced to choose between admitting minors or allowing their customers the option to smoke. Guess which option we chose? As it turns out, a majority of our patrons really enjoy eating, drinking and socializing in an "adult-only" environment.

### JUST SHOW YOUR ID

Don't give anyone a hard time when they ask to see your ID. Sideshow geeks get paid to guess your age. We, on the other hand, are required by law to verify it. So if you didn't bring your ID with you, and you are refused a drink, or denied access to the bar, it's your own damned fault for being a dumb-ass.

**Let's Review:** You will be carded at the door because you must be 18 to enter the Vortex. This will require a valid State or other government issued form of identification. Your college ID or a wrinkled photocopy of a speeding ticket will simply not cut it. If you order alcohol you may be carded a second time because you must be 21 to drink. Take it as a compliment. Hell, we might even card you a third time if you move from a table to the bar. We are not trying to be difficult. We are just protecting our government-issued liquor license, and the livelihood of our entire staff. We are required to obey the law, and so are you. So just show your ID, punk.

### YES, WE ALLOW SMOKING

Since The Vortex was designed as a social gathering place for adults, we are proud to accommodate smokers and non-smokers alike, and we will continue to do so as long as this choice is not taken away from small business owners by evil fascists. If you personally can not tolerate being around any type of smoke, The Vortex just might not be the place for you. Fortunately, there are many other non-smoking options available in our city. If you choose to smoke in The Vortex, make sure you know where our designated smoking areas are, as they may change depending on the time of day. Be advised that we do NOT allow the smoking of cigars, pipes, clove cigarettes or anything illegal.

### NO WHINING

We are sorry if you are offended by the foul-mouthed strippers sitting at the table next to you, or if you think that the bar area is too smoky, or the music is too loud. But the simple fact is, if you need to have total control over your environment, then you really need to stay home, because nobody likes a whiner.

### NO RESERVATIONS

The Vortex is a small, casual joint so we seat on a first-come, first-served basis. We do not take reservations. Don't bother phoning ahead, because even if you speak with an employee you still do NOT have a reservation. You know why? Because we don't take reservations. Nope, not even for you. If we are on a wait to be seated, make sure to give your name to the host, because that is the only way you will get a table.

### LARGE GROUPS

We do not recommend coming to The Vortex with a party of more than 6 people during peak days and times, as our restaurants are generally not designed to accommodate big groups. If we're busy, and you do show up with a large party, we may have to split up your group in order to seat you. Otherwise, you'll probably be in for a long wait. The bigger the group, the longer the wait will be. So if you're foolish enough to show up with your 20 best friends at eight o'clock on a Friday night, do NOT cry like a big baby when you have to wait a very long time to be seated.

### INCOMPLETE PARTIES

Be advised that we do NOT seat incomplete parties during any peak business period, and we decide what constitutes a peak period. We know all your little tricks and lies too, *you tricky, lying little bastards*, so don't even try them. Just have a drink at the bar while you wait on your slack-assed friends to show up. And just so you know, being rude to the host will only accomplish one thing. You leaving. Period.

### THIS IS NOT YOUR HOUSE

Don't ever come in here and start adjusting the fans, thermostats or lights, or moving the furniture around like you own the place, because if you do we'll have to slap you like a red-headed stepchild. If your group has any special needs, please let the host, server or manager help you. In fact, our staff is here to help you however they can, so just ask them. They are not shy.

### THE VORTEX GUARANTEE

If you are not greeted within 2 minutes, then you'll be greeted within 3 or 5. Service times vary with business volume, so pull that big stick out of your butt. Try to relax and enjoy the atmosphere, your friends and the whole experience. Life's too short to be stressed out. You're supposed to be having fun, remember?

THERE'S MORE **STUFF YOU REALLY NEED TO KNOW** ON THE BACK PAGE

(Rev. 7-8-13)

# MORE STUFF YOU REALLY NEED TO KNOW

## READ OUR MENUS

Everything you need to know about our food and drink selection is printed somewhere within our menus. Please read them thoroughly. If you ask us stupid questions we will be forced to mock you mercilessly. And remember, it's a menu, not a contract. Occasionally a discrepancy in price or selection listed may occur. That's called a "typo," so just cut us some slack.

## BE NICE TO OUR STAFF

We strive to foster an attitude of mutual respect at The Vortex. You be nice, and we'll be nice. If you need to get your server's attention, please wait until they are finished with the customer they are currently helping, and then flag them down. Don't whistle, or clap, or bang your bottle on the table like an idiot. Our service is very casual, and you are welcome to call your server by name. But do not reach out and poke them, pull their apron, or slap their ass. In fact, never touch your server in any manner that might be considered inappropriate. Anyone displaying rude, hostile, confrontational or any other type of ignorant behavior will be leaving early.

## CELL PHONE ETIQUETTE

You are free to be as rude to your friends as you'd like, but if you expect our staff to serve you, then get off your damn cell phone. Vortex employees will not interact with you if you are using a cell phone at our host stand, tables or at the bar. Talking on a cell phone while attempting to order from your server is simply rude, and may result in bodily injury or death. So just put the phone away. You're really not that important.

## SPECIAL ORDERS

The Vortex is, first and foremost, a bar. It was designed to be a social gathering place for adults. We can't help that we serve the best damn hamburgers in Atlanta, and offer really tasty bar food, but as a bar, we try to keep our menu limited. If you don't see anything you want within our menu, talk to your server, because we are also a true short-order kitchen, and we'll be happy to prepare special orders whenever possible. But just understand, that if you order something that's not on our menu, and we make it for you, we'll charge you whatever damn price we want and you'll thank us for it. And that goes for your ridiculous cocktail requests too. Also, be aware that customer requested deletions will not reduce the price of any menu item.

## EXTRA STUFF

We do our best to keep our prices reasonable, and one thing that helps us achieve this goal is to actually charge people for what they order. So if you ask your server for extra stuff, that's not a problem, but you will be charged for it. Unfortunately, the big truck full of free goodies has never pulled up in front of our doors. They always want us to write them a damned check.

## FRESH FOOD & SERVICE TIMES

All our menu items are fresh, and **cooked to order**. We strive to have food to your table within 20 minutes but if we are very busy your order may take a little longer. Any well-done burgers will also increase your wait time. You see, a half pound of fresh, raw sirloin actually has to cook. Nothing at The Vortex ever sits under a heat lamp. This ain't **fast** food, it's **good** food.

## SEPARATE CHECKS

If you don't trust your friends, you may request a separate check from your server at the time you place your order. If you request a separate check at the END of your meal, it will take longer, and be more difficult to process, since your server will have to remember what you ordered instead of just keeping you separate the whole time. Yeah, that IS a big pain in the ass. Preparing separate checks for large parties is time consuming, so we always appreciate your patience.

## RETURN POLICY

We know mistakes can happen, and we are always happy to correct any errors made by our kitchen, but we are not in the business of providing free samples. Food that is prepared correctly may NOT be returned because you "just don't like it." This applies to everything, including spicy dishes, and cocktails as well. If you order a beer, wine or spirit that you absolutely hate, that's a shame, but we don't brew, ferment, distill or bottle any of it. We just sell it. So if you have a sensitive palate, just be prepared to share with your less fussy friends.

## PAYMENT OPTIONS

You can pay your guest check with cash. Cash is great. We also accept Visa, Mastercard and Amex. Sorry, but we do NOT accept Discover Card, Diner's Club, Pay Pal, Traveler's Checks, personal checks, shiny beads or any other trinkets. Your server will collect payment, and complete the transaction for you at your table.

## ADDED GRATUITY

A 20% gratuity will be added to the checks of all parties of five (5) or more people, whether separated or not. But if you really, really loved your server you are always welcome to tip on top of any added gratuity.

## TIP OR DIE

Help us maintain a quality staff. Always tip your server appropriately. Tipping is how our bartenders and servers make their living. If you think that tipping is a scam, then buy yourself a TV dinner, stay home and watch wrestling. Just don't come here. If you can't afford to tip, then you can't afford to eat at full service restaurants. It's just that simple.

## NO CAMPING

We want our patrons to hang-out and enjoy themselves at The Vortex. But if you have finished eating and drinking, have paid your check, and can see that people are waiting for tables, please be considerate of others and give up your seat so the next group can enjoy the experience. Don't be the oblivious table of dumb-assed campers. And if you have taken up a table for hours and hours on end, don't forget to tip your server accordingly.

## PROBLEMS

If you ever have a legitimate problem while you're at The Vortex, please speak with the Manager-on-Duty while you're here, because we can't deal with an issue we don't know about. A Manager is always available to help make things right, because we really want our loyal patrons to enjoy themselves every time they visit. And going home and posting a whiny review on "T'm-a-big-fat-pussy-dot-com" will not really help us, to help you.

PLEASE DON'T STEAL OUR MENUS. IF YOU WOULD LIKE A COPY OF ANY PART OF OUR MENU, YOU CAN DOWNLOAD IT ALL FOR FREE ON OUR WEBSITE.

[www.THEVORTEXBARANDGRILL.com](http://www.THEVORTEXBARANDGRILL.com)