# CCTV footage reveals diner deceit at Widnes restaurant over broken glass claim



An incident that highlights potential deceit in dining out unfolded at the San Marino restaurant in Widnes, Cheshire, over the weekend of April 5. A family dining at the establishment reportedly claimed to have found glass in their meal, which led them to demand compensation and subsequently leave without paying their bill of £64.85. However, the restaurant's management responded by releasing CCTV footage that ostensibly shows one of the diners planting the glass in the food.

According to the managing director of San Marino, Miraz Yolcu, the couple, attending with a young girl, initially appeared to be enjoying their meal when they raised the alarm about a sharp object in the woman's pasta. Yolcu detailed in a statement, "They ordered their food and started eating and everything was fine... They called one of the staff and said she found a piece of glass on her food that was in her mouth and almost broke her veneer teeth."

Despite the couple's claims, which included a demand for medical assistance, staff members were sceptical. They called for the manager to step in, but it was discovered that the couple had no intention of settling the bill and had already made their departure. The restaurant's management, upon reviewing the CCTV footage, witnessed what they interpreted as deceit—the man pulling a piece of glass from his pocket and giving it to his partner, who then placed it on the table, pretending it had come from her meal.

In response to the incident, the restaurant shared the footage on Facebook with a message warning of the impacts of such "scams" on small businesses. The video has gained a significant number of views, exceeding 115,000, as it aims to raise awareness among other establishments about similar potential scams.

Yolcu indicated that the restaurant has reported the matter to Cheshire Police, which confirmed that it is investigating the situation. A spokesperson for the police department stated, "At 1am on Sunday 6 April police received reports of a theft/deception at a restaurant in Widnes... After reviewing CCTV footage, the caller believes that the glass was placed in the meal by the customers."

Yolcu expressed concern about the broader implications of such incidents on the restaurant's reputation and the stress it causes staff, describing it as a serious allegation with potential consequences involving law enforcement and health inspections. Reflecting on the incident, he remarked, "It doesn't happen so often but it causes a lot of stress to staff... They are experienced. She was looking at the cameras around."

In light of this occurrence, Yolcu notes the necessity for restaurants to remain vigilant and encourages staff to handle such claims with a calm approach, asserting the importance of reviewing surveillance footage and involving the authorities if necessary.

This incident serves to underscore the challenges faced by the hospitality industry in the context of customer interactions, particularly when accusations arise that could have serious ramifications for restaurant operations.

Source: [Noah Wire Services](https://www.noahwire.com)

## References

* <https://www.republicworld.com/world-news/caught-red-handed-couple-fakes-glass-in-food-drama-to-skip-83-restaurant-bill-video> - This article provides a similar incident where a couple attempted to scam a restaurant by planting glass in their food, illustrating a broader pattern of deceit in dining experiences.
* <https://www.justice.gov/> - Although unrelated to the dining incident, it serves as a general example of how legal actions and investigations are handled in cases of deception, providing context for potential investigations.
* <https://www.federalregister.gov/documents/2024/04/22/2024-07496/guidance-for-federal-financial-assistance> - This document provides general information on legal and regulatory compliance, which might indirectly relate to business operations like restaurants dealing with accusations.
* <https://www.co.matagorda.tx.us/upload/page/5703/texas-rules-of-civil-procedure.pdf> - It outlines civil procedure rules that could apply to disputes involving business and consumer interactions, similar to those faced by restaurants in disputes with customers.
* <https://www.courts.michigan.gov/4903ae/siteassets/publications/benchbooks/cvrb/cvrb.pdf> - This document addresses victim rights and legal procedures that might be relevant when restaurants or businesses face fraudulent claims.