

Cancellation & Refund Policy

Christmas & New Year's Eve Dinners

Cancellation and Refund Policy

We understand that plans may change, and we aim to provide our guests with a flexible cancellation and refund policy.

Please review the following terms regarding cancellations of the Christmas and New Year Dinners bookings

1. Cancellation Deadline:

Guests have the option to cancel their booking up to 72 hours prior to the dinners start time. Should you decide to cancel within this timeframe, a full refund will be issued to the original payment method used during the reservation process.

2. Procedure for Cancellations:

To initiate a cancellation and refund please contact our customer support team by phone or email before the deadline and please have your booking details ready for verification purposes. For cancellations, refunds will be processed within a reasonable timeframe.

3. No-show Policy:

Should you fail to attend the dinner event, the reservation will be considered a "no-show." In such cases, no refunds will be provided, and the booking will be non-transferable to future events.

4. Communication:

We advise all guests to communicate as soon as possible any cancellation as soon as they become aware of the need for a change, this will allow us to better manage our seating arrangements and ensure that other guests can be accommodated accordingly.

We hope this policy provides clarity and transparency regarding our cancellation and refund procedures for the Christmas and New Year's Dinner. We appreciate your understanding and cooperation in adhering to these terms. If you have any further questions or require assistance, please do not hesitate to contact us.