

# Tapas – Terms & Conditions

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## Tapas Reservations Terms & Conditions

Updated August 2023

By completing your online reservation at Tapas, and if required entering your card details or paying the group booking deposit to confirm your reservation with us. You enter into our reservations cancellation terms and conditions policy.

### **CANCELLATIONS 1-4pax:**

We kindly ask that if you have booked a table at Tapas, and cannot attend for any reason you cancel the reservation at your earliest convenience.

Either via the link in your booking confirmation or let us know via email or phone as soon as possible. [info@tapasibiza.com](mailto:info@tapasibiza.com) or call us after 4pm on 0034 971 341 125 or WhatsApp 0034 711 026 875

### **GROUP BOOKING CANCELLATIONS 5 pax +**

After confirmation of the reservation, the number of guests can be changed up to 12 hours before the reservation, without charge.

If you need to cancel your reservation for any reason, you can contact us to do this at any time without charge up to 12 hours before your reservation.

A no-show fee of 15 euros will be charged per guest for cancellations with less than 12 hours notice, complete no-shows or reduction in group size.

### **GROUP BOOKING CANCELLATIONS 17 pax +**

If you have paid a deposit you will receive a full refund if you cancel up to 3 days / 72 hours in advance.

For cancellations, less than 72 hours (but more than 24 hours) before your reservation time you will receive a 50% refund minus the admin costs.

For cancellations less than 24 hours before your reservation, or in case of a no-show. You will not receive a refund.

In the case of missing guests, a no-show fee of 15 euros per person will be retained from the deposit per missing guest.

We reserve the right to cancel your booking if we are unable to provide the service to you, at which point you will receive a full refund.

## **GROUP BOOKING PAYMENT TERMS**

For larger groups (10 or more pax).

Please note that we can not do separate bills for groups within the group. There will be one itemised bill for the groups as a whole.

We also politely advise, that we cannot take individual card payments to settle your bill.

We ask that you either bring cash to settle your part of the bill, or organise the payments between smaller groups of you within the group.

## **PRIVATE HIRE**

Terms will be specified on confirmation of your private hire reservation.

## **TIMINGS:**

Tables are reserved for 2 hours. For larger groups (20 pax+) this is increased to 3 hours.

Please note that tables are only held for approximately 15 minutes. Please ensure that the whole party arrives promptly for your reservation time slot. If you are delayed, please let us know by calling us on 0034 971 341 125 or WhatsApp 0034 711 026 875. Please be aware it may not be possible to delay the next booking on your table.

If you arrive late to the restaurant, without notifying us, we reserve the right to give away your table(s). We will always endeavour to accommodate you at a later time, where possible. You may also be charged a no-show fee.

## **RESERVATION AMENDMENTS:**

If you need to change your reservation date or time or any other details, please email your request to [info@tapasibiza.com](mailto:info@tapasibiza.com), call us on 0034 971 341 125 or WhatsApp us 0034 711 026 875 at your earliest convenience. The phones will be answered after 4pm. And our team will do our best to make the necessary arrangements for you.

For larger group bookings, if you arrive at your reservation with fewer guests than you have booked for, we reserve the right to charge a no-show fee for the missing guests.

If you need to change the date of your group booking with less than 72 hours notice, you will incur a cancellation fee as detailed in the group booking cancellation fees.

## **TRANSPORT:**

It can be hard to get taxis in Ibiza. So we recommend pre-planning your journey to the restaurant,

Unfortunately, if you cannot attend your reservation due to transport issues, you will still be charged the no-show fee.

If you wish to arrive earlier for your reservation, we can get you some pre-dinner drinks while you wait for your table to be ready.

**TASTER MENUS:**

As much as we will endeavour to have all items on the taster menus available, these menus are subject to change. Please let us know about any dietary requirements at your earliest convenience.

**TAPAS DECENCY & DRESS CODE POLICY:**

We do not allow guests to dine in fancy dress or with inappropriate props, or play loud games. We ask that any hen or stag groups respect our policy for the enjoyment of everyone.

We reserve the right to refuse service to clients who are intoxicated or in any way disruptive or abusive to our team or other guests.

Breaches of these decency terms and conditions will result in a 100% retention of your group booking deposit or a no-show fee charged per guest.

**ALLERGIES & INTOLERANCES:**

We take allergies and intolerances very seriously and our menu is clearly marked and reviewed regularly by our team.

We recommend advising your server of any allergies or intolerances, so they can best guide you on what options we have available to you.

For any further questions, or doubts. Please do not hesitate to get in touch with our team, who will be more than happy to help.

**PRIVACY:**

You will receive emails from us relating to the confirmation of your booking.

If you have opted in to receive marketing emails from us, we may send you emails about offers and services from time to time. However, you may opt out of these at any time.