

PARTIES OF 6 PERSONS AND ABOVE

Your deposit is non-refundable and non-transferrable. A pre order of food and in some cases wine will be required 7 days prior to your arrival. A final guaranteed guest count must be finalized 48 hours prior to the date to ensure your full deposit is deducted from your bill on the day. This is the minimum number for which you will be billed.

In the event that no final guest count is given, the original number booked will be charged. Please note that deposits and prepayments are per person and cannot be redeemed against the final bill if the person is not in attendance.

ALL bookings will have a 2 hour allocation, If any of your party is running late, we will proceed with you order 15 mins after your reservation time. 10% Service charge is added to all final bills of parties 5 and above.

Tables must be vacated by the time specified on the booking form.

Menu choices and timings may be subject to change. Only one bill per party can be permitted.

LATE ARRIVALS

Due to escalated levels of business during the Christmas period, tables will be released 30 minutes after the agreed arrival time and unfortunately deposits and pre-payments will be lost.

CANCELLATION POLICY

Tickets are non-refundable through Open Table (the booking platform), but can be cancelled with a refund via email at bookings@wearekitch.com, according to KITCH's cancellation policy:

- Tables of 2 can be cancelled with a full refund up until 5 business days prior to the reservation date - after which point, the prepayment is non-refundable.
- Tables of 4, 6 and 8 can be cancelled with a full refund up until 5 p.m. 10 business days prior to the reservation date (the date of the dinner) after which point, the prepayment is non-refundable.
- If a reduction in party size takes place prior to the reservation date, we are unable to issue a refund for the deducted guest(s), unless we can place you at a smaller table.
This option will be subject to availability. Reductions on the day of reservation will not be refunded.

Cancellations must be made by emailing bookings@wearekitch.com
You will receive a cancellation confirmation email within approximately 12 hours.
The cancellation is not final until you have received this confirmation.

CHANGES AND ASSIGNMENTS

The Restaurant reserves the right to cancel or change your booking in the event of unforeseen or other circumstances outside the Restaurant's control, including (without limitation) weather conditions, problems with infrastructure entailing hardship of travel to the Restaurant, illness of the Restaurant's chef or other key staff, natural disasters, utility interruptions, safety and security concerns (including outbreak of disease) or decisions from any authority.

The Restaurant is not obliged to find another suitable timeslot for your booking, but we will do our best to reschedule your booking. In the event of cancellation or if our suggested rescheduling of your booking is not acceptable to you, the Restaurant will refund the prepayment made by you. The refund will be made by using the same means of payment as the prepayment. The Restaurant will not be liable to you or any other person for any interest on your prepayment or other costs, expenses, losses or any consequential or indirect loss of costs resulting from such cancellation or rescheduling, including costs of travel or pre-booked accommodation.

COMPLAINT HANDLING POLICY

Please contact KITCH if you are dissatisfied with your dining experience. We will always try to find a suitable solution.