

The Karczma restaurant cancellation policy.

1. Tice given of any changes. Accordingly, the following applies:
2. We reserve the right to charge a cancellation fee for group, party, charity events, special events, or any other bookings which are cancelled, or numbers reduced.
3. 48 hours' notice is required for change of numbers of group bookings or visit days.
4. In the case of "exclusive use" bookings, the agreed minimum charge is applied, and a per person charge for any extra guests.
5. For normal bookings, a cancellation fee may be charged if the booking is not cancelled in time of 48 hours (**before the date and time of booking**) to resell the table.
 - **Friday, Sunday and Sunday fee charges, dinner £20 per person, payable to Traditional Polish Restaurant LTD bank account within 3 working days**
 - **SC 40-18-41**
 - **AC 23985792**
6. Reservation's made online or by phone are free of charge.
7. Groups over 7 guests are charged **£5** per person security deposit.
 - Pay by cash or card in person
 - Pay from us website (fees for card processing are not refundable)
8. In the case of less people arriving the deposit for missing people is non-refundable
9. In the case of cancelling the whole reservation the deposit is non-refundable
10. Reservations made online (**for over 7 guests**) require a 24-hour confirmation, by deposit payment.
11. In the case of special event bookings (including but not limited to functions, group bookings, Wine Dinners, New Year's Eve, Valentine's Day, Mother's Day, Father's Day and Christmas and Wigilia 24/12), the cancellation fee is **£25** per person. Paid within 3 days for the above bank account
12. We will notify you of any cancellation fee applied.
13. This policy is available in the restaurant "The Karczma", online at www.thekarczma.co.uk, it is also sent in an email with thekarczma@gmail.com, the person who makes the booking is responsible for keeping the conditions of the "cancellation policy" and making any possible payments for not observing its conditions.

18/04/2019

Traditional Polish Restaurant LTD t/a The Karczma

