



## BIBIS CANCELLATION POLICY DEPOSIT AND SHOWTIME TICKET TERMS AND CONDITIONS

*Since the start of the pandemic, we have worked closely with our guests to ensure bookings and cancellations due to covid are managed as sensitively as possible. Our terms and conditions have been updated to reflect the progress made.*

### TERMS AND CONDITIONS 2022

Deposits are normally non-refundable in case of a booking cancellation. We will endeavor to consider each cancellation individually as long as a minimum of 48 hours' notice is given.

The below conditions are not valid for same day cancellations and no-shows.

#### **If you need to cancel your booking:**

1. Transfer of any deposit(s)/pre-paid showtime tickets for cancelled bookings to a future date for up to three months after the date of your booking. The deposit/Showtime ticket money transferred will be done per person based on the number of diners in your new booking. We will send you an email confirmation of the amount we're holding for your rebooking for your ease and assurance.

2. Bibis Vouchers offered to replace any deposit paid. Please provide postal address and be aware that we will deduct £5 (our lowest domination of voucher) from the total to cover postage (1st class signed for or special delivery). You also have the option of collecting these vouchers in person from Bibis.

#### **If Bibis is forced to close a third option will also apply:**

3. Full refund. We understand that refund may be the only option for some guests. We will refund your deposit in due course and on the card used. If you paid via bank transfer, we will need your bank details (Name of account holder, sort code and bank account).

TEAM BIBIS  
2022