



BIBIS BEYOND COVID 19 DEPOSIT AND SHOWTIME TICKET TERMS AND CONDITIONS

Bibis have and will continue to follow the guidelines of the government throughout the coronavirus pandemic.

We aim to do the very best for our guests, our staff and the business itself. The measures that we have put in place since March 2020 will continue to be carefully managed and we're relying on the continued understanding and support of our loyal customers through these unprecedented times.

BIBIS WILL CONTINUE TO HONOUR DEPOSITS/SHOWTIME TICKETS PAID AS WE HAVE BEEN DOING SINCE THE FIRST NATIONAL LOCKDOWN

Please find below our terms and conditions in regards to deposit/showtime ticket paid during the pandemic for your consideration:

TERMS AND CONDITIONS

Deposits are normally non-refundable in case of a booking cancellation – however, there is nothing normal about the times we are living!

If Bibis needs to close, we will give you the following three options:

1. Transfer of any deposit(s)/showtime ticket paid for missed bookings to a future date when you are ready to do so.
2. Vouchers offered to replace any deposit paid (initially valid for 12 months but we will extend if necessary). Please provide postal address.
3. Full refund. We understand that refund may be the only option for some customer. 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).

However, if you need to cancel whilst Bibis remains open, the third option of a refund will not apply.

We will still offer option 1 and 2 – normally, we would ask 48 hours' notice (so we have a chance to resell table etc) but then again everything can change with short notice... so best advice is to communicate with us asap.

TEAM BIBIS
December 2020