



## BIBIS FESTIVE SEASON CANCELLATION POLICY

We understand that plans can change. To provide the best experience for all our guests, we kindly ask you to review our cancellation and reservation policies below.

*By paying your deposit, you are agreeing to these terms.*

### Deposits and Showtime Tickets

**Non-Refundable Policy:** Please note that all deposits and pre-paid Showtime tickets are non-refundable once booked.

**In the event of a cancellation by the restaurant:** Your deposit will be moved to a new date or refunded.

### No-Show Policy

**Missed Reservations:** In the event of a no-show without prior notice, all deposits and pre-paid amounts will be non-transferable and non-refundable.

### Cancelling/Rescheduling Your Reservation

**Advance Notice:** If you need to cancel/reschedule your booking, we request that you notify us in writing prior to your reservation date. Please email us at [reservations@bibisrestaurant.com](mailto:reservations@bibisrestaurant.com).

- **For 2 – 12 people: 7 days** before your reservation.
- **For 13 people or more: 14 days** before your reservation.

**Transfer of Deposits/Tickets:** With the required notice, you may transfer your deposit(s) or pre-paid Showtime ticket(s) to a future date within **three months** of your original booking.

**Per Person Allocation:** Transferred amounts will be applied per person based on the number of guests in your new reservation.

**Confirmation:** We will send an email confirming the details and amount held for your rebooking to ensure clarity.

### Adjustments to Guest Numbers

**Final Headcount:** Please note that final numbers for your booking are confirmed once we receive your pre order **a week prior to the booking date**. *To protect our business, we need to minimise significant reductions in guest numbers for large parties of 20 or more. If attendance decreases by more than 20% of confirmed guests, management will use their discretion for any adjustments.*

**Reductions After Confirmation:** If the number of guests decreases after final confirmation, the deposit(s) and Showtime ticket(s) for the absent guests will be forfeited.

**Reallocation:** Any transferable amounts will be adjusted per person and must be used on the same rescheduled date as the rest of the booking.

This policy aligns with industry standards and aims to balance the needs of our guests with the operational requirements of our restaurant. By providing clear guidelines, we hope to ensure a smooth and enjoyable experience for everyone.

If you have any questions or need further clarification, please don't hesitate to reach out to us at [reservations@bibisrestaurant.com](mailto:reservations@bibisrestaurant.com).

Thank you for choosing Bibis. We look forward to welcoming you soon!

**Team Bibis**