

Deposit & Reservation Cancellation Policy

1. When a no-show fee is required, the following clauses apply:

- In the case that a booking is cancelled within 24 hours from the booking time, a no-show fee indicated in the booking flow is applicable
- In the case booking is cancelled more than 24 hours from the booking time, a no-show fee does not apply.

2. When a deposit is required, the following clauses apply:

- To keep your sensitive financial information safe, only payments made in the booking flow, bank transfer, pay by ETFPOS & cash in person are acceptable.
- A booking request will not be confirmed until the deposit is received by us.
- The deposit will be deducted from the final bill. So only the difference between the total final bill and the deposit is payable on the day.
- If you prefer to pay the total final bill in cash to take advantages of our promotions, all of the deposit can be refunded to you on the day.
- In the case that a booking is cancelled more than 7 days from the booking time, the deposit is fully refundable.
- In the case that a booking is cancelled more than 24 hours but less than 7 days from the booking time, the deposit can be used as credits for the next visit with no expiration date.
- In the case that a booking is cancelled within 24 hours from the booking time, the deposit is forfeited as cancellation fees. And it cannot be used as credits in the future.

3. In the event of any events beyond merchant's control which impact the normal business operations, deposits may be refundable in full at merchant's discretion.

Kuro Sakura Japanese BBQ

Version October 2021