

# SANTO WINES BOOKING TERMS, CONDITIONS AND CANCELLATION POLICY

## CANCELLATION POLICY:

In case of a cancellation without prior notice (up to 48 HOURS PRIOR to the visit date) or a non-show at the wine bar & restaurant areas, your pre-payment is Non Refundable & will be applied as cancellation fee.

## ALLOCATION POLICY & BOOKING TERMS:

### Wine Bar Area

#### **1<sup>st</sup> Row Tables**

A Minimum Reservation Fee of **40€** Per Person is required for the allocation on the **1<sup>st</sup> Row Tables**. For the confirmation of your booking, we require a payment of 40€ euro per person as a deposit, the moment you proceed with your booking via online payment with credit/debit card.

Your pre-payment of **40€** will be deducted from the total value of your bill at the end of your wine tasting experience.

Your table will be available for 2 hours from the confirmed reservation time.

We have a 20-minute grace period; in case of a non-show within 20 minutes after your initial reservation time your table will be released and your reservation will not be valid.

#### **2<sup>nd</sup>- 3<sup>rd</sup>- 4<sup>th</sup> Row Tables**

No Minimum Fee per person is required for the allocation on the 2<sup>nd</sup>, 3<sup>rd</sup>, 4<sup>th</sup> row tables.

Reservations can be made for tables on our second row. Your table will be available for 2 hours from the confirmed reservation time.

We have a 20-minute grace period; in case of a non-show within 20 minutes after your initial reservation time your table will be released and your reservation will not be valid.

Reservations cannot be made for tables on the 3<sup>rd</sup> or 4<sup>th</sup> row.

### Restaurant Area

#### **1<sup>st</sup> Row Tables**

A Minimum Reservation Fee of **50€** Per Person is required for the allocation in the **1<sup>st</sup> Row of our Restaurant Area**. For the confirmation of your booking, we require a payment of 50€ euro per person as a deposit, the moment you proceed with your booking via online payment with credit/debit card.

Your pre-payment of **50€** will be deducted from the total value of your bill at the end of your dinner.

Your table will be available for 2 hours from the confirmed reservation time.

We have a 20 minute grace period, in case of a non-show within 20 minutes after your initial reservation time your table will be released and your reservation will not be valid.

## 2<sup>nd</sup> Row Tables

A Minimum Reservation Fee of **30€** Per Person is required for the allocation in the **2<sup>nd</sup> Row of our Restaurant Area**. For the confirmation of your booking, we require a payment of 30€ euro per person as a deposit, the moment you proceed with your booking via online payment with credit/debit card.

Your pre-payment of **30€** will be deducted from the total value of your bill at the end of your dinner.

Your table will be available for 2 hours from the confirmed reservation time.

We have a 20 minute grace period, in case of a non-show within 20 minutes after your initial reservation time your table will be released and your reservation will not be valid.

## General Information

For bookings **over 8 guests** on our Facilities, please do not hesitate to contact us via e mail at [promo@santowines.gr](mailto:promo@santowines.gr) , as we enquire a pre-order in order to provide you the best possible service.

We have a 20-minute grace period; in case of a non-show within 20 minutes after your initial reservation time your table will be released and your reservation will not be valid.

In case of bad weather conditions our booking policy will not be applied.  
Allocation will take place upon availability.

Cancellations of bookings with payments in advance are accepted only via mail and up to 48 hours before the booking time in order for the payment to be refundable.

Any Bank or wire fees will be deducted from the initial payment.

Reductions in party sizes can be refundable only in case of a prior notice up to 48 hours ahead of the booking time.

All members of the group should be present at the time of check-in, in order to be accommodated to their table. Any changes will depend on the size of the group and our availability status on the day.

In case customers are willing to continue with drinks after dinner on their table, a minimum spent of 50 euros per person is required for additional two hours.

Please not hesitate to contact us if you have any further concerns or questions. In addition, we can arrange to meet you in person if you believe it is essential to clarify to you our policy in detail and in person.

The above policy is established from our Legal Advisor:

Tsilonis-Vogiatzoglou,

NEWLAW

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