



## Terms & Conditions (Rev. July 2019)

### 1. Terms

Please note that your table will only be held for 20 minutes from the time of your reservation. In the case of no show or late arrival, the restaurant reserves the right to reallocate your reservation without any guarantee of an alternative seating option. If you are running late, please call us to let us know so we can do our best to hold your table to avoid the possibility of losing your booking. Online Restaurant reservations are only for the non-smoking section of the restaurants only. Should you request to be seated at the Smoking section, please specify it under the Special Requests, and this will be based on the availability of the specified section. Please specify your dietary preferences such as allergies and food intolerances together with your booking on the special requests box. You may also let our staff know upon being seated so that they can assist you with menu choices and inform the chef.

### 2. Special Requests and Smoking Policy

Special Requests are not guaranteed by the restaurant, but we will try to accommodate your requests as much as we can. While the main downstairs dining room is non-smoking, guests are able to smoke at the bar area upstairs or in the front deck. Cigars and vaping are not permitted in any section of the restaurants at all times.

### 3. Children

Mama San has an age limit policy. Children below twelve (12) are discouraged at dinner and are allowed only for first seating (6.30PM).. Mama San offers authentic Asian food, so the cuisine is often spicy and can be unsuitable for young palates. It is because of this we are unable to offer a special children's menu. We also do not provide baby seats, high chairs or changing tables. If you would like to bring children below the age of 12, please ensure that they remain seated with you at all times and be respectful for the experience of other guests.

### 4. Dress Code

The dress code policy is smart casual. No singlets, board shorts and alcohol branded clothing on gentleman patrons.

### 5. BYO

No corkage fee is applicable should you fully block or reserve half the venue.

For regular or group bookings: You are NOT permitted to bring any wine that is available on the restaurant menu. If the wine is not or available on our wine list, a corkage fee is applied at IDR 250.000 per bottle, with a maximum of 3 bottles for one table.

### 6. Last Order

The last order at Mama San is at 15.00 for lunch and at 22:30 for dinner. If you are unable to get a desired time for your reservation, you may try to walk in, and in the event of a last-minute cancellation, we can allocate a table for you.

### 7. Group Bookings (applies to party sizes larger than 9)

For reservations of 10 or more people, a set sharing menu is required and several options are offered, each of which can be customized for a bespoke group experience. Special booking policies apply and our reservations team will explain them when discussing the details of your inquiry. Please contact the restaurant directly for group bookings.

### 8. Priority Booking (no more than 4 people)

Priority booking must be scheduled at least two (2) weeks in advance, without guarantee of seating allocation.

On behalf of Sarong Group,

A handwritten signature in black ink that reads "Mi har" with a long horizontal line underneath.

**Kadek MIHARJAYA**

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