

CANCELLATION POLICY

FOR REGULAR BOOKINGS

Thank you for choosing to book with us!

We look forward to welcoming every guest who makes a reservation; we've lit the candles, chilled the wine, and, of course, prepared the food—all to ensure an amazing experience. If guests change their plans at the last minute, all our preparations go to waste. But most importantly, we end up with an empty seat—and that's truly unfortunate.

Your presence means more than you might realize! Our restaurant is at its coziest when it's filled with the vibrant atmosphere created by our wonderful guests.

Sometimes plans change, and we completely understand. Of course, you can cancel your reservation with us. We just ask that you remember your reservation, and if you do need to cancel, please do so as early as possible, and at the very latest, 8 hours before the reserved time. In doing so, you help maintain the restaurant's warm ambiance and support us in minimizing food waste.

Skip entering credit card details by booking via the Sovino Brands App.

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- If fewer guests attend than booked, a no-show fee may be charged. The fee is DKK 25 per guest. This amount is reserved on your credit/debit card and is only charged in case of no-show, late reduction, or late cancellation. The fee is applied only for the relevant number of absent guests.
- Please inform us as soon as possible if there are changes in the number of guests. You can reduce the number of guests or cancel up to 8 hours before the reserved time.
- To reduce the number of guests, please call us.
- To cancel, call us or use the cancellation link in your confirmation email.
- To increase the number of guests, please call us. Lack of additional seating does not affect the cancellation terms or waive the no-show fee.
- Reducing/canceling reservations less than 8 hours before the reserved time will incur a fee.
- Timely arrival is within a maximum of 15 minutes after the reserved time. If you arrive later, the table may be given to other guests, and a cancellation fee may be charged. Please call us if you are delayed.

“We would love to enjoy your visit. But if your plans change, we just really hope you'll let us know in advance.”

LARGE GROUPS AND SPECIAL BOOKINGS

- For special bookings, such as larger groups and groups with a pre-ordered menu, please refer to our group terms (<https://sovinobrand.dk/wp-content/uploads/sites/26/2022/01/Vilkaar-for-selskaberUK.pdf>)
 - Special rules apply to prepaid events (such as our food festival Days of Tasting in weeks 7 and 42, or events like New Year's Eve). These details will be available at the time of booking.
 - For booking larger groups at any Sovino Brands restaurants, please contact: mk@sovino.dk.
- Feel free to reach out to us at booking@sovino.dk if you have any questions regarding our cancellation policy.
Consumer Complaint Guide: <https://hrt-ankenaevn.dk/>.

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