



## RESTAURANT RESERVATION POLICIES

- 01** In order to assist guests who are on the waiting list, dining reservations will be held up until 15 minutes after the scheduled dining time.
- 02** In order to offer all guests the opportunity of enjoying our culinary experiences, reservations are allocated a maximum time slot of 1 hour and 45 minutes.
- 03** A \$25 USD cancellation fee will be charged to the room of a guest who fails to show up for their reservation without prior notice.
- 04** Reservations can be canceled until 4:00 pm on the day of your dinner via phone operator, Palace App, or at the restaurant. A \$25 USD fee will be charged if a reservation is canceled after 4:00 pm.
- 05** If there are two or more simultaneous reservations for the same room or party at different restaurants, only the last reservation made will be considered.
- 06** At least half of the guests under the reservation need to be present at the restaurant for the party to be seated at their table.
- 07** Requests to make changes to the reservation are subject to availability.
- 08** Groups of more than 12 people will be provided with a 'Family Style Set Menu' where they will be offered suggestions of the best dishes in the restaurant.
- 09** Specific table location requests are subject to availability and cannot be guaranteed at the time of making the reservation.
- 10** Special food requests: If you have any food allergies or require a special diet, please let us know when making the reservation so we can share this information with our kitchen staff in advance.