



As a small business, the viability of our restaurant is reliant on reservations being honoured by our customers, and adequate notice given regarding changes or cancellations to bookings made. Please note that the following conditions apply when reserving a table at Yen Linh:

- For bookings over 10 guests, a deposit of \$30 is required to secure your booking at the time of confirmation. This deposit will be accordingly deducted upon settlement of account.
- We require a minimum of 24 hours notice of any cancellations or reduction in numbers. Please refer to our cancellation policy.
- We are committed to accommodating any reasonable changes in reservation but please be aware that increases or decreases to the number of people on your reservation will be subject to availability.
- We have the right to cancel unconfirmed reservations at our discretion.
- Menu prices and cancellation fees are subject to change.
- Deposits can be made in person or via credit card over the phone. We accept Visa, Mastercard and Eftpos.

#### **NO-SHOW/CANCELLATION POLICY**

- All cancellations or changes to booking numbers require 24 hour notice.
- We will actively manage restaurant bookings by checking attendance with the main guests/contact we have in our booking system.
- We reserve the right to charge a cancellation fee for cancelled bookings or changes to booking numbers without prior notice.
- Our cancellation fee reflects the cost incurred by us for staffing, food and its preparation, and loss of revenue as a result of turning away other potential bookings.
- We will notify you if any cancellation fee is applied.
- Deposits will only be refunded if and when Yen Linh has secured another booking for that same date
- Any bookings which fail to turn up without any prior notice will forfeit the deposit.