



## GENERAL RESERVATIONS TERMS & CONDITIONS

THESE 'TERMS & CONDITIONS' MAY VARY FROM TIME TO TIME. PLEASE MAKE SURE YOU REVIEW THEM REGULARLY – CURRENT TERMS FROM MARCH 2022.

The reservation confirmation implies acceptance of our general conditions by the customer. These conditions include our cancellation and no-show policy that you can find in our reservation confirmation.

## DOOR POLICY

The management reserves the right to refuse admission to and/or eject any person appearing to be intoxicated, under the influence of drugs, or otherwise behaving dangerously or inappropriately. Please note NO refunds will be given under these circumstances.

Entry into the venue is at the manager's discretion, any person refusing to comply with any regulation concerning public safety will be asked to leave the premises.

Please note that SLR Cameras and unauthorised video cameras are not permitted at any time. If you wish to record inside please contact our marketing team in advance at [marketing@stkibiza.com](mailto:marketing@stkibiza.com)

By entering STK Ibiza, you consent to being photographed or filmed and you consent to resulting materials being used for commercial distribution, publication and STK Ibiza communications, without payment or copyright.

Animals are not permitted in the venue.

## DRESS CODE

Our Dress code is Smart Casual. No open shoes, no swimming/sport shorts, no tank tops allowed for gentlemen. (Exception is made for male smart & chino shorts)

STK Ibiza reserves the right to refuse admission for unsuitable attire which includes swim shorts and swimwear, sandals, caps or sport clothes, body paint, fancy dress, hen/stag accessories (including veils, sashes & matching t-shirts). Props including inflatables are strictly prohibited.

## BOOKINGS POLICY

\* Tables canceled 48 hours in advance will be given the opportunity to reschedule the booking any time this year. However, Deposits are not refundable.

\* Tables canceled with less than 48 hours will be charged €50 per person. (Deposits are not refundable)

\* No show or tables canceled on the night of the booking will be charged the full amount per person of the selected area/min spend/package booked.

\* Cancellations made 48hrs prior event with written notice can make a new booking within the same season utilizing the agreed deposit payment.

\* Tables allocation is assigned based on the contracted number of guests and availability. STK reserves the right to reassign space at its sole discretion without prior notice. Reassignment is based on the following but not limited to availability, inclement weather, acts of God or unknown circumstance.

\* Your booking is allocated by our team on arrival. No pre-allocation is given by request.

\* Guaranteed number of guests is required 48 hours before the event and billing will be made under that number or attendance, whichever is larger.

\* In Case that you want to attend with your children please let us know and be warned that bookings with children must be in our first seating dinner slot at 8 pm and at any case children will have to leave the premises before midnight.

\* To provide the best service possible, our reservation policy it's to offer Set menus for groups from 12 Pax or more.

\* All bookings are based on a minimum spend and deposit agreement, cover charge plus a discretionary 12.5% service charge that will be added to the final bill.

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\*To complete your reservation, a non-refundable deposit is required. The circumstances including situations and events out of our control but we will offer a change to a different date in the same year if you contact us at least 7 days prior to your original reservation date (subject to availability), you will be issued with a credit voucher which is subject to the normal booking conditions and is non-refundable.

\* Groups (From 12 Pax); A 50% deposit is required to secure the reservation.

\* Non-Groups: We require 50€ per person.

\* All booking deposits will be deducted from the final bill on the night of your reservation for the guests who have showed up. No shows/cancellations without 48h prior written communication will be charged. The deposit is not refundable.

\* Deposits are non-refundable.

\* Your Deposit is non-refundable; however, you may change the date of your visit to another date of the same year if you contact us with 1 week notice prior to booking date (Subject to availability). We cannot be held responsible for flight cancellations.

\* Amex card payments will require valid photographic identification such as a passport or driving license unless it is operated with a chip and pin. For fraudulent reasons we will also require a photocopy of the card & ID.

\* There are 4 areas (both in the same room) available to book:

\* The Black Carpet area (VIP) has a minimum spend of 150 € p.p. for a seating time of 2 hours. The 150€ minimum spend on our Black Carpet Area (VIP) is to be committed and spend toward food & drinks. For all-night bookings, the minimum spend of our Black Carpet Area (VIP) is 300€ per person towards food, beverage and shisha.

\* El Bistro area - You will be only required to order at least two courses per person (one main course plus starter or dessert)

\* The Mezzanine Secret Room. - Private Dining area for groups. Special Packages available for these areas based on our events calendar with Ibiza Castle Views, Private bar with personalized server and entertainment.

\* The marina Terrace. - Lounge al fresco with marina and Dalt Vila views.

\* The table your reserve is for a specific amount of people that you have requested. No extra guest will be allowed to join the reservation without prior communication and confirmation from our reservation department, subject to availability.

\* For the payment of the deposit you will be redirected to the website of the payment processor. STK Ibiza itself will have no financial information unless a manual booking is made with us via email.

\* Payment is always made via a secure connection, for more information please refer to the website of the payment processor. As we charge in the local currency of Euros. We are unable to specify the amount taken in other currencies your bank will determine this rate

\* Please be aware of your belongings inside the venue, as during your time in STK Ibiza we cannot be held responsible for any unattended personal items.

\*To help us give you the best customer service, please report any lost property as soon as possible and we will do our best to reunite you with your items.

\* We provide every night entertainment that goes around every single area of the restaurant, so all our clients can enjoy the dinner disco experience. (Food, Entertainment, Music by our resident DJ, Cocktails & more).

## RESERVATION RECONFIRMATION

We will contact you a few days before to remind you of your reservation and requesting your reconfirmation before entering into our cancellation and no-show policy period.

Our reservations department will contact you on the same day of your reservation, directly to the holder of each booking, to reconfirm the reservation once again, the number of guests and the time of arrival. In



case you cannot be reached at the phone must get in touch with our reservations 16.00 hours. You will be able to do this by phone or by e-mail

number that you have provided; you department for confirmation before

## TIME-TABLE

We have a two-slot time seating system: The First one starts at 8/8.30/9 and the second one at 10:30/11/11.30 / 12/ 12:30 pm.

Each restaurant reservation is for a maximum of 2 hours, unless specifically booked for all night with the relative all night minimum spend. Subject to availability your dinner table can be turn to a Club/Drinks table with a minimum spend on top of 150€ per person for the Black Carpet Area / 100€ per person in the Bistro area. (Subject to availability)

All night tables require a minimum spend. 300€ Black carpet / 200€ Bistro.

To be able to enjoy the full experience we ask you to be on time. If you have any problem arriving on time, please let us know by contacting us. Unfortunately we are unable to extend this time in the event you are late for your booking as they are allocated time slots.

## TOLERANCE TIME

If at the time of reservation, you have not arrived, we will give you 15 minutes courtesy period, after which we will make your table available to anyone else, and we will apply our cancelation or no-show policy, which implies that the **full** amount of your minimum spends (or package booked) of the area chosen will be applied. To be able to enjoy the full experience we ask you to be on time. If you have any problem arriving on time, please let us know by contacting us via telephone or email.

If under any circumstance, we have your table available after the tolerance time we are unable to extend this time in the event you are late for your booking as they are allocated time slots.