



GENERAL RESERVATIONS TERMS & CONDITIONS

THESE 'TERMS & CONDITIONS' MAY VARY FROM TIME TO TIME. PLEASE MAKE SURE YOU REVIEW THEM REGULARLY – CURRENT TERMS FROM FEBRUARY 2023.

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 reject 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, NO refunds will be given under these circumstances.

*In Case that you want to attend with **underaged guests** (please let us know and be warned that bookings with underage guests can only attend and book our first seating dinner slot at 8 pm or at 8.30pm at our Bistro / Bar area, and at any case children will have to leave the premises before midnight).

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

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.

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BOOKINGS POLICY

- * Tables canceled 48 hours in advance will be given the opportunity to reschedule the booking within the same season utilizing the agreed deposit payment (Subject to availability). However, deposits are not refundable.
- * Tables canceled with less than 48 hours will not be able to redeem the executed deposit payment. (Deposits are not refundable)
- * No show or tables canceled on the same day of the booking will be charged the full amount per person of the selected area/min spend/package booked.
- * 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.
- * The table you reserve is for a specific amount of people that you have requested. No extra guests will be allowed to join the reservation without prior notice and confirmation from our reservation department (subject to availability).
- * Your booking is allocated by our team on arrival.
- * 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 underaged guests (please let us know and be warned that bookings with underaged guest must be only in our first seating dinner slot at 8 pm or at 8.30pm in our Bistro / Bar area and at any case children will have to leave the premises before midnight).
- * We have a two – slot time seating system: The first one starts at 8 / 8:30 / 9 / 9:30pm and the second one at 10 / 10:30 / 11 / 11:30pm.
- * In case you have not booked the All – night seating, please acknowledge that your Dinner duration is 2 hours, starting from the original time of the reservation. After this time and subject to availability you can turn your dinner table into a club table with a minimum spend on top depending on the chosen area, 150€ per person for the Black Carpet / Main or 100€ per person in the Bistro / Bar area. We recommend securing this in advance as its subject to availability. If you don't want to book a club table after your dinner time, please remember that you are more than welcome to keep enjoying at our Terrace or by the Bar, where you can order drinks and cocktails to keep the party on (subject to availability).
- * All bookings are based on a minimum spend and deposit agreement, cover charge plus a discretionary 13.5% service charge that will be added to the final bill.
- * To complete your reservation, a nonrefundable deposit is required. The deposit is nonrefundable under any circumstances including situations and events out of our control, but we will offer to reschedule the booking within the same season in the same year, providing you have contacted us at least 48 hours prior the event (subject to availability). We cannot be held responsible for flight cancellations.
- * To provide the best service possible, our reservation policy it's to offer Set menus for groups from 12 Pax or more.

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- * Groups (From 12 Pax); A 50% deposit is required to secure the reservation.
- * All booking deposits will be deducted from the final bill on the night of your reservation ONLY for the guests who have showed up. No shows / cancellations without 48h prior written communication will be charged. The deposits are nonrefundable.
- * 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 2 areas (both in the same room) available to book:
 - **The Black Carpet / Main area** – Main area closer to the DJ booth and Stage with Signature STK booths. Depending on your group size you would be allocated on one or more Signature STK booths. We recommend you always to book this area.
 - **El Bistro / Bar area** – Dance floor and bar area. (Groups seated in one large table).
- * We work with a minimum spend system. (The minimum spend is to be committed and spend toward food & drinks)
 - **The Black Carpet / Main area** - Minimum spend of 150 € PP for 2 – hour seating OR 300€ PP for All – night seating.
 - **The Bistro / Bar area** - Minimum spend of 100€ PP for 2 – hour seating OR 200€ PP for All – night seating.
- * 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 Disco Dinner experience with varied entertainment that goes around every single area of the restaurant, so all our clients can enjoy their 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 number that you have provided, you must get in touch with our reservations department for confirmation before 16:00 hours. You will be able to do this by phone or by e-mail

TIME-TABLE

We have a two – slot time seating system: The First one starts at 8 / 8:30 / 9 / 21:30pm and the second one at 10 / 10:30 / 11 / 11:30pm.

Each restaurant reservation is for a maximum of 2 hours, unless specifically booked for the whole 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 / Man Area and 100€ per person for the Bistro / Bar area. We advise to always secure this in advance in order to avoid last minute disappointment as it is a subject to availability.

All night tables require a minimum spend of 300€ per person for our Black carpet / Main area and 200€ per person for the Bistro / Bar area.

To be able to enjoy the full experience we ask you to be on time. The seating time of your reservation starts from the original time of the reservation. 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 and / or no-show policy, which implies that the **full** amount of your minimum spend (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.

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.