



GENERAL RESERVATIONS TERMS & CONDITIONS

THESE 'TERMS & CONDITIONS' MAY VARY FROM TIME TO TIME. PLEASE MAKE SURE YOU REVIEW THEM REGULARLY – CURRENT TERMS FROM JANUARY 2024.

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 at our Bistro area, and at any case children will have to leave the premises before midnight).

Please note that SLR Cameras and unauthorized 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 Dress to Impress . 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

*Small Groups (Less than 12 guest):

- * Tables canceled 48 hours in advance will be offered a full refund of the deposit
- * Tables canceled with less than 48hrs and 24 hrs in advance will be given the opportunity to reschedule the booking within the same year (during venue operation period) utilizing the agreed deposit payment (Subject to availability). However, deposits are not refundable after this period under any circumstances including situations and events out of our control, We cannot be held responsible for flight cancellations.
- * No show or tables canceled 24hrs prior the day of the booking will be charged the full amount per person of the selected area/min spend/package booked.

* Big Groups (above 12 guest):

- * Cancellations made at least 7 days before the scheduled will receive a full refund, while cancellations made within less than 7 days will forfeit the entire deposit.
- * 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 € per person for 2 hour seating OR 250€ PP for All – night seating.
 - **The Bistro area** - Minimum spend of 100€ per person for 2 – hour seating.
- * To provide the best service possible, our reservation policy it's to offer Set menus for groups above 12 guest.
- * To complete your reservation, a deposit is required.
- * Small Groups (Bellow 12 guest) required a deposit of 50€ per person.
- * Big Groups (Above 12 guest); A 50% deposit is required to secure the reservation.
- * Your booking is allocated by our team on arrival. Due to restaurant operations and logistics, we are unable to guarantee any particular table or location of table.
- * 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.
- * 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 reservations team (subject to availability).
- * Guaranteed number of guests is required 48 hours before the event and billing will be made under that number or attendance, 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.
- * All bookings are based on a minimum spend and deposit agreement, 5€ cover charge per person plus a discretionary 13.5% service charge that will be added to the final bill.
- * In Case that you want to attend with underaged guests (please lets us know and be warned that bookings with underaged guest must be only in our first seating dinner slot at 8 pm in our Bistro area and at any case children will have to leave the premises before midnight).



*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.

* 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.

RESERVATION RECONFIRMATION

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. 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 / 8:15 / 8:30 / 9:00 pm and the second one at 10:00 / 10:15 / 10:30 / 11:00pm.

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 area. We advise to always secure this in advance in order to avoid last minute disappointment as it is a subject to availability.

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.