

## RESERVATION POLICY

Due to limited availability and seating size, certain policies have been set in place to ensure that we can accommodate all of our guests efficiently and on time. For groups of 10 or more, a documented credit card is required to guarantee the reservation.

## GUIDELINES (Time Limit / Guest Count / No Shows / Cancellations / Fluctuations)

- All reservations will have a 2-hour time limit that begins at the time reserved during booking.
  - Any fluctuation in time will need to be approved prior to arriving, otherwise the original time frame will still begin and end at the original booking time.
- A final guest count is required 24 hours prior to the reservation time.
  - If no updated guest count is received, the original count will be used as a firm guarantee.
  - We reserve the right to enforce a charge of \$15 per person for any guest(s) not in attendance or not ordering from the menu, without prior staff approval.
  - If you exceed your maximum number of guests, we cannot guarantee group seating.
- If the full party has not arrived by 15 minutes past the scheduled reservation time, we reserve the right to seat the arrived members of the party and release the reserved hold on any empty tables.
- If NO guests in the party have arrived 30 minutes past the agreed upon time, and no call has been made prior, then the reservation will be forfeited.

*\*No shows will result in a mandatory \$50 charge, parties arriving late with no warning are subject to a \$50 charge, parties with a significant fluctuation in group size are subject to additional fees per person, as stated above. These fees do not include any food, beverage, tax or gratuity.*

## SEATING / MENU / FEES

- Café de Coco reserves the right to place your group in the location that will best fit our available seating, with your party's needs. Requests will be taken into consideration, and we will do our best to accommodate.
- Guests must order from the menu provided, you may have a limited/suggested menu made upon request, with prior management approval.
  - You may bring your own dessert if you bring your own plating, serving tools, and utensils. If these need to be provided by Café de Coco, a cake plate fee of \$1.00 per person will be added to the bill.

*\*Separate checks are available for each guest, however any additional fees will be charged to the credit card on file, unless otherwise specified upon checkout.*

## AGREEMENT

- The person responsible for the reservation agrees to pay for any fees accrued by either cancellations, no shows, fluctuation in number of attendees, or cake plating fees.
  - All charges are subject to state and local sales tax, any fees added are not to be considered as a tip or gratuity for the servers and will not be paid out as such.

*\*Café de Coco does NOT automatically impose gratuity on your final bill, however a gratuity of 15-20% is suggested and appreciated for the service provided.*

## CREDIT CARD AUTHORIZATION

Reservation Name: \_\_\_\_\_

E-mail Address: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Reservation Date: \_\_\_\_\_ Time: \_\_\_\_\_ Guest Count: \_\_\_\_\_

Credit Card Number:

\_\_\_\_\_ Exp: \_\_\_\_ / \_\_\_\_ CVC: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Cardholder Signature: \_\_\_\_\_ Date: \_\_\_\_\_

*\*By providing a credit card number your reservation will be confirmed, and you agree to the terms of the Reservation Policy. You will not be charged as long as we receive 24 hours' notice of a cancellation or change in party size. Cancellations made less than 24 hours in advance, or a No Show, will result in a \$50 charge. There could be a \$15 charge for each guest not in attendance. These fees do not include any food, beverage, tax or gratuity.*

### PLEASE LEAVE SPACE BELOW THIS LINE BLANK FOR CAFÉ DE COCO INTERNAL USE:

Employee Initials: \_\_\_\_\_ Date: \_\_\_\_\_ Original Guest Count: \_\_\_\_\_

FINAL COUNT: \_\_\_\_\_ DATE: \_\_\_\_\_ TIME FRAME: \_\_\_\_\_ TABLE(S): \_\_\_\_\_

NOTES: