EAT ME RESTAURANT

RESERVATION POLICY

General Information

- EAT ME RESTAURANT is open 5:00 PM to 1:00 AM. Last order for both the bar and kitchen is 1:00 AM.
- Reservations are recommended, but walk-in guests are always welcome to come in and check for availability.
- To enjoy a relaxed pre-dinner drink, we recommend arriving up to one hour before your reservation time, allowing for unexpected delays. Our bar opens at 5:00 PM.
- Tables are allocated by the reservation team based on the table layout on the day. We do everything we can to consider everyone's table preferences and requests, but we cannot always guarantee this.
- Dinner tables are allocated for two (2) hours from the reservation time (three hours for New Year's Eve — see below). Should you require longer, please advise us in advance and we will do our best to accommodate. Guests are warmly invited to continue their evening in our bar after their dining time concludes.
- After dinner, you are welcome to move to our bar for the rest of the evening.
- If you need to cancel or change your reservation, please let us know as soon as possible.
- Our continued viability relies on reservations being honoured by our customers, and adequate notice being given of any changes or cancellations.

Deposits and Cancellations - Terms & Conditions

- For general reservations, a credit card guarantee or deposit is required to secure your booking.
- You must notify us of any cancellation or reduction in guest numbers at least 24 hours prior to your reservation to avoid a fee.
- EAT ME RESTAURANT reserves the right to charge a cancellation fee of 1,000 Thai Baht per person, for any bookings changed or cancelled, with less than 24 hours' notice.
- The cancellation fee reflects the cost of food, drink and staffing incurred by us in anticipation of the reservation and lost revenue from the empty table.
- The cancellation fee will be charged to the credit card used to secure the reservation. We will send email notification of any charges made.
- Any reservations which fail to turn up will also incur a 1,000 Thai Baht per person fee.
- A table is deemed to have cancelled if guests are more than 30 minutes late for their reservation.
- The above terms and conditions do not apply for New Year's Eve. Please see below.

Updated 1 Oct 2026

NEW YEAR'S EVE - TERMS & CONDITIONS

General Information

- On 31 December 2026, EAT ME RESTAURANT is open between 5:00 PM and 1:00 AM.
- Dinner tables are allocated for three (3) hours from your reservation time. Should you require longer, please advise us in advance and we will do our best to accommodate. Guests are warmly invited to continue their evening in our bar after their dining time concludes.

Prepaid Credit

- By making a reservation for New Year's Eve, you agree to a prepaid credit requirement (minimum spend). This payment secures your table and acts as a credit towards your final bill. It is non-refundable except as set out in the Cancellation Policy below.

Pricing and Payment

- The prepaid credit is 4,750 Baht per person, exclusive of 10% Service Charge and 7% VAT.
- The total prepayment required is 5,590 Baht per person (inclusive of all charges).
- Full prepayment is required at the time of booking to confirm your reservation.
- The full prepaid credit applies to all guests aged 12 years old and up.
- For children aged 5 to 11 years old, a prepaid credit of 2,375 Baht per child applies, exclusive of 10% Service Charge and 7% VAT.
- The total prepayment required for children aged 5 to 11 years old is 2,795 Baht per person (inclusive of all charges).
- There is no spending requirement for children aged 4 years and under.
- The prepayment will be processed immediately upon reservation confirmation.

What the Prepayment Covers

- The prepaid amount is a credit applied to your final food and beverage bill.
- Our regular à la carte dining will be offered; the credit will be applied to all food and beverage items purchased.

Use of Credit and Unused Balances

- Your 4,750 Baht credit is applied against menu prices. Any amount above this credit — including service charge and VAT on the excess — can be settled on the night as usual.
- If your total food and beverage consumption against menu prices is less than your 4,750 Baht credit, the remaining balance will be forfeited and is non-refundable.

Cancellation Policy & No-Shows

- Cancellations received prior to **5:00 PM on 15 December 2026** will receive a 90% refund. A 10% administrative fee will be retained.
- No refunds will be issued for cancellations made after this deadline or for no-shows.

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NEW YEAR'S EVE - TERMS & CONDITIONS (cont.)

Reservation Changes

- Changes to your reservation (including time, date, or party size) are subject to availability and must be requested at least **72 hours** in advance.
- A reduction in your party size will be treated as a partial cancellation. The prepaid amount for the cancelled guest(s) will be subject to the Cancellation Policy above, and any applicable refunds will be calculated accordingly.

Allergies & Dietary Restrictions

- It is the guest's responsibility to inform the restaurant of any allergies or severe dietary restrictions at least **48 hours** before the reservation. While we will make every reasonable effort to accommodate requests, we cannot guarantee alterations without prior notice.

Arrival Time

- Your table will be held for up to 30 minutes after your reserved time. After this grace period, your reservation will be considered a "no-show," the table will be released, and the prepayment will be forfeited.

General Acknowledgement

- By completing your prepaid reservation, you acknowledge that you have read, understood, and agreed to all the terms and conditions outlined above. The person making the payment is responsible for communicating these terms to all guests in their party.

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