

UNCONVENTIONAL



KOREAN BBQ BY REIF

# Hoe Lee Kow

## Unconventional Korean BBQ by Reif

### Reservation and Cancellation Policy

Thank you for choosing to dine with us at Hoe Lee Kow.

**To help us ensure you have a pleasant experience, we would like to bring to your attention to the following:**

**Dress Code:** Smart casual

**Table holding time:** We can only hold your table for a maximum of 15 minutes. If you arrive later than the designated time, the guarantee of your reservation does not apply. Your table will be given away to the next waiting guest. We will try our best to accommodate you by placing you on top of our wait list.

**Dining time:** Due to the popularity of Hoe Lee Kow, please be advised that your table is reserved for 2 hours before the next seating. We regret to inform you that time extensions on your current booking will not be possible if there is already another reservation coming after you.

**Children & Babies:** We welcome children of all ages.

**Table preferences:** Table preferences are considered but not guaranteed.

**Changes in party size:** Increase in your party size might not be possible, due to existing reservations and seating capacity. If we can accommodate an increase in your party size, our group booking policies will apply.

**Food allergies:** Please be aware that our food may contain or come into contact with common allergens such as dairy, eggs, wheat, tree nuts & peanuts, fish, shellfish and soybeans. We will try our best to accommodate any food allergy or food intolerance. We request that guests advise us in advance so that our chefs are aware of any specific dietary requirements or special requests.

**Consumption of outside food and beverages:** We do not allow any food and beverages to be consumed on our premises that has been brought in from outside the restaurant.

#### CANCELLATION POLICY

**Two (2) hours advance notice** is required should you wish to cancel or change your reservations.

#### GROUP BOOKINGS & CANCELLATION POLICY

**Parties of 6 –9 people:** A deposit of AED 100 per person will be required at the time of booking to secure and confirm your reservation. The deposit amount will be utilized against your bill at the time of payment.

**Parties of 10 and above:** A pre-selected group set menu or minimum spend of 388 AED per person for those wishing to opt for ala carte, will be required.

To confirm your reservation, a deposit of 50% of the group menu per person (if taking) or 50% of 388 AED per person will be taken at the time of booking. The deposit amount will be utilized against your bill. If the final order value (total bill) is less than the required minimum order amount, a fee for the outstanding balance will be charged.

Pre-order of starters is required if opted to go for A la carte menu. We will confirm your choice of starters a day before to ensure a smooth dining experience.

***Hoe Lee Kow management reserves the right to refuse service to those behaving in what we believe is an unreasonable manner.***

*Hoe Lee Kow management reserves the right to change and amend the policies at any time without any notification.*