

## **Palays Reservation and Cancellation Policy**

### **1. Reservation Requests:**

- Reservations can be made online through our website for at least 24 hours in advance.

### **2. Group Size:**

- We can accommodate groups of up to 20 pax, subject to availability.

- Larger groups may require additional planning and arrangements. Please contact us through [mabuhay@palay.com.au](mailto:mabuhay@palay.com.au) for further assistance.

### **3. Reservation Confirmation**

- All reservations are confirmed and paid through our booking system.

### **4. Cancellation Policy**

- We kindly request 4 days prior booking date to cancel or change your bookings and get a refund. This is due to our pop-up restaurant nature. We only operate once a week.

- Failure to provide timely cancellation notice may result in a cancellation fee or forfeiture of any payments made.

### **5. Late Arrival**

- We understand that unforeseen circumstance may arise, causing delays in your arrival time.

- Please notify us if you anticipate arriving later than your scheduled reservation time.

- We will hold your table for up to 30 minutes, after which it may be released and you forfeit your payment made on that day.

### **6. Special Request**

- We strive to accommodate special requests to the best of our ability.

- Please inform us in advance of any dietary restrictions, special occasions, or preferences.

## **7. Walk-Ins**

- While we encourage reservations to ensure availability, we also welcome walk-in guests.

- Walk-ins will be accommodated on a first-come, first come basis subject to table availability.

## **8. Payment**

- Payment for reservations are required for online bookings, larger groups and special events.

- Only accept credit/debit cards.

## **9. Feedback**

- Your feedback is valuable to us and helps us improve our service.

- Please feel free to share your experiences with us, whether positive or constructive.

Thank you for choosing Palay. We look forward to serving and ensuring a memorable dining experience.