



Terms & Conditions

Booking & Cancellation Policies

Upon booking

- Your table will be secured for 120 minutes
- If your party includes infants or toddlers, please include them in the number of guests and leave a comment if you require high chairs or pram space.
- Please mention any dietary requirements upon making your reservation.
- Credit card details are required to guarantee all online reservations and will be held securely.

Early or late arrivals

- Should you arrive before your requested booking time, we may not be able to seat you until your original booking time.
- Alternatively, should you arrive late for your requested booking, the time limit of 120 minutes from the original booking time will remain in place, leading to a potentially shortened dining experience.
- The restaurant reserves the right to cancel your booking and allocate your table to other guests if you have not arrived within 15 minutes of the scheduled seating time without notice.

Booking amendments

- If you wish to amend your booking, please contact us directly via email (info@komeyui.com.au) or phone (03 9645 5420)

Cancellations

- Should you wish to cancel your booking, please allow a minimum of 6-hours notice for parties of 1-4 guests, and 24 hours for parties of 5 guests or more. Any cancellation outside this timeframe will incur a cancellation fee of \$100 per person, which will be charged against the credit card you have provided at the time of booking.
- Should there be a case where the reservation is cancelled after your cancellation window due to a COVID-19 positive test result, we would require proof from the relative health department if tested via PCR or a time-stamped photo of positive RAT with respective photo ID emailed to info@komeyui.com.au.
- Please respond to the confirmation SMS sent to you 1 business day before your booking date. Your booking may be cancelled if no response.

Service Charges

A service charge applies as follows;

- Tuesday to Saturday: 5%
- Sunday: 10%
- Public Holidays: 15%