

## RESERVATIONS POLICY

### DONCO TERMS AND CONDITIONS

#### RESERVATION TIMING:

All reservations are booked on 2 hours dining time.

Please inform us if you would like to have a table longer than 2 hours.

Friday and Saturdays, we have 2 seating times:

\*5:30pm / 6pm – 7:50pm

\*8:00pm / 8:10 – Close

#### Booking Confirmation:

If we have received your email or voice message and the booking made successfully, we will send you a confirmation email or text.

\*Please note

We apologise in advance if you haven't got confirmation email or text, this means the booking hasn't made successfully.

If you haven't heard from us by 4pm the next day after sent email or left message, please call us on 03 5298 3656

We appreciate your kind understanding.

#### Reconfirmation:

We will reconfirm (text message) your reservation

1 day prior to your reservation day.

If you are unavailable to attend,

Please, reply to the text / Email to [front@donco-k.com](mailto:front@donco-k.com)  
/ Call 03 5298 3656

#### Groups:

*Reservations of 11 guests – 12 guests*

There is a \$100 security deposit for the large groups.

We do over the phone credit card payment for the \$100 deposit

*Reservations of 13 guests – 20 guests*

Only available after 8.10pm,

Please Email [front@donco-k.com](mailto:front@donco-k.com) to book your table.

*Reservation of 21 guests or more.*

Please Email [front@donco-k.com](mailto:front@donco-k.com) to discuss about hiring whole restaurant.

Eg) hiring venue for 2 hours from 8.10pm to closing

#### Cancellation policy

Cancellation notice 48 hours prior to your reservation date and time, the deposit will be fully refunded.

Please call 03 5298 3656 to get \$100 deposit refunded.

Please note: Cancellation without notice or not in the time frame, the deposit will not be refunded.

#### Public Holiday Surcharge:

A surcharge 10% will be applied to all food and beverage prices on all Public holidays.