

GROUP TERMS AND CONDITIONS

We are happy that you wish to dine at Hanzō. We want you to have a great experience, and kindly ask you to read these terms and conditions.

SAFE SPACE POLICY

To ensure a respectful environment for both our guests and our team, we have a safety policy in place. This means that we do not tolerate any form of discrimination, harassment, queerphobia, or physical or verbal abuse. We reserve the right to ask guests to leave the restaurant if these guidelines are not respected.

MENU, DRINKS & DIETARY REQUESTS

Choose your menu from our group menu. The menu must be the same for the entire group, but naturally we are flexible regarding allergies or other dietary requests. The menu must be ordered 7 days before your visit. If you reserve on shorter notice, please inform us about your choice of menu asap.

For the best experience, we ask that you pre-order your drinks. You can choose between our wine packages, but you are also welcome to pre-order welcome drinks or some bottles of wine for the table. See the selection in the drinks menu.

PAYMENT

The bill must be paid in a single transaction. We accept most major credit cards. Commercial cards and private cards issued outside EU/EEA will be charged a fee. All transactions on American Express cards are surcharged.

CANCELLATION

Changes in arrival time, number of guests, or menu must be made no later than 4 days before the event date. Changes are only valid once confirmed by us.

Up to 20 guests

Changes must be made no later than 4 days before the event.

21-40 guests

Changes must be made no later than 7 days before the event.

41 guests or more

Changes must be made no later than 14 days before the event.

Cancellations made after these deadlines, or no-shows on the day of the event, will be charged the full per-person price for the booked number of guests.

SEATING

We cannot guarantee a specific table or location in the restaurant. If you have preferences, you are welcome to note them in your reservation. We will, of course, do our best to accommodate guests' requests, but this cannot be guaranteed. For larger groups, we try to seat everyone together, though it may be necessary to use one or more tables within the same area.

We look forward to welcoming you at our restaurant!

