

Cancellation Policy

We follow Horesta's cancellation policy:

No Show

If you fail to show up for your table reservation, you will be marked as a 'No Show' and billed DKK 1,250 per guest.

When booking up to 6 people:

Cancellation of your reservation must be made **no later than 48 hours before** booking. If you have booked online, you must use the cancellation link in your confirmation email or call or write to us at hello@restaurantvie.dk. Your booking will only be considered cancelled once we confirm it by email.

For parties of up to 12 people:

Cancellation of your reservation must be made **no later than 2 weeks before** the event by calling or writing to us at hello@restaurantvie.dk. Your booking will only be considered cancelled once we confirm it by email.

For parties over 12 people:

Cancellation of your reservation must be made **no later than 4 weeks before** the event by calling or writing to us at hello@restaurantvie.dk. Your booking will only be considered cancelled once we confirm it by email.

For events larger than 12 people:

For larger events, we may demand a longer cancellation period than 4 weeks, provided that a separate agreement has been made in advance.

Applicable to all bookings of more than 12 persons

Within 6 days before the event: If the entire booking is cancelled or if the number of guests is reduced by more than 10% within 6 days before the event, Restaurant Vie may require a refund equivalent to 50% of the price for the expected number of guests. In the event of a reduction in the number of guests, the 50% refund will apply to the cancelled number of guests in excess of 10%. No-shows will be invoiced at 100%.

In addition, we can demand indemnification for expenses incurred for specially agreed-upon services that cannot be cancelled (e.g., music, performance, etc.).

Later than 6 days before the event: If the event is cancelled or the number of guests is reduced later than 6 days before the event, 75% of all services will be charged. No-shows will be invoiced at 100%.

Deposit:

When booking the entire restaurant and booking more than 20 people, a 10% deposit of the agreed price is required to confirm the reservation if it's made over 3 months before the event. No-shows will be invoiced 100%