



# TERMS & CONDITIONS

Welcome to **LỬA Wine Bar**. By dining at our restaurant or using our services, you agree to comply with and be bound by the following terms and conditions. Please read them carefully before making a reservation or dining with us.

## 1. RESERVATIONS

- Reservations can be made via our website, phone, or in person.
- We recommend booking in advance, especially for weekends and special events.
- A confirmation will be sent via email or SMS once your reservation is secured.
- Please notify us at least 12 hours in advance if you need to cancel or modify your booking.
- Late arrivals of more than 15 minutes may result in the table being released.
- For group reservations (6 guests or more), a deposit may be required.

## 2. DINING EXPERIENCE

- Seating arrangements are based on availability and at the discretion of the restaurant.
- Outside foods are not permitted unless pre-approved by management. Outside beverages are charged 1,000,000VND per bottle.
- We strive to accommodate dietary restrictions and allergies, but we cannot guarantee a completely allergen-free environment.
- **Dress code:** Smart casual is preferred. Guests in inappropriate attire (e.g., shirtless for men, swimwear) may be denied entry.
- Smoking is not allowed inside the restaurant. A designated smoking area is available.

## 3. PRICING & PAYMENT

- All menu prices are in **Vietnamese Đồng (VND)** and exclude **VAT**.
- We accept **cash, credit/debit cards (Visa, MasterCard)**.
- A **5% service charge** is applied to the final bill.
- Split bills are allowed for groups of **up to 6 guests**. Larger groups must settle with a single payment.

## 4. CANCELLATION & NO-SHOW POLICY

- Cancellations must be made **at least 12 hours in advance**.
- No-shows or last-minute cancellations for groups (6 guests or more) may result in a forfeiture of the deposit.
- For special events, **pre-paid bookings are non-refundable unless canceled at least 48 hours prior**.

# LỦA

## 5. EVENTS & PRIVATE BOOKINGS

- Private dining or events must be booked **at least 7 days in advance**.
- A **deposit of 50%** is required to secure the booking.
- Any **cancellations within 3 days of the event will result in the loss of the deposit**.
- Outside catering and decorations must be approved in advance.

## 6. LIABILITY & RESPONSIBILITY

- LỦA is not responsible for the **loss or damage of personal belongings**.
- Guests are responsible for any **damage caused to the restaurant's property**.
- Management reserves the right to **refuse service** to anyone displaying inappropriate behavior, including **excessive intoxication or disruptive conduct**.

## 7. FORCE MAJEURE


- The restaurant shall not be held liable for any cancellations or interruptions due to **unforeseen circumstances beyond our control** (e.g., **natural disasters, government regulations, pandemics, supplier shortages**, etc.).
- In such cases, **guests with prepaid reservations will be contacted regarding alternative arrangements or refunds**.

## 8. CONTACT INFORMATION

For any inquiries, please contact us at:

 **Address:** 2 Street No.11, Thao Dien Ward, Ho Chi Minh City

 **Email:** [info@luawinebarvn.com](mailto:info@luawinebarvn.com)

 **Phone:** +84 93 222 9342