



Cancellation Policy

All tables booked for less than five (5) guests may be cancelled with no charge up until 6:00 p.m. on the day of the booking.

For cancellations or no-shows of parties of five (5) and above which occur within the 24-hour period prior to the booking time, a charge of £20 per person will apply.

We should also be notified of any reduction in the number of diners 24 hours prior to the reservation to avoid being charged for the anticipated number of diners.

In this scenario, a charge of £20 per person will also apply should four (4) and above drop out from the party on the day.

Cancellations for tables of five (5) or more will need to be made in writing by emailing reservations@haicenato.co.uk

Kindly note that we have a time limit on our tables:

For parties of 1-3 guests: 1 1/2 hours

4 guests and above: 2 hours

This will be ample time for you to enjoy your dining experience with us.

However, should you wish to have a longer time at the table, do let us know and we will do our best to accommodate.

If you are running late, please call to let us know.

Your table will be held for 15 minutes after your booking time.

Should your plans change, please do let us know.

We look forward to welcoming you to Hai Cenato.