

Ramen Diaries - Terms and Conditions

Booking & Payment

- All tickets must be paid in full at the time of booking to secure your place.
- Seats are limited and allocated on a first-come, first-served basis.
- Your booking is only confirmed once payment has been received.

Cancellation Policy

- Tickets are **non-refundable**.
- If you are unable to attend, you may transfer your ticket to another guest (notify us in advance with their name and any dietary requirements).
- In the unlikely event that Ramen Diaries needs to cancel or reschedule the event, guests will be offered either:
 - o a full refund, or
 - o a transfer to a future event (subject to availability).

Dietary Requirements & Allergies

- Dietary requirements and/or allergies must be specified at the time of booking.
- While we will do our best to accommodate, we cannot guarantee that all dietary needs can be met.
- Due to the nature of the menu, we may not be able to cater to severe allergies.
- Dietary requirements informed at the time of the event may not be catered for.

Event Experience & Admission

- Ramen Diaries is a set-menu dining experience. The menu is fixed and not à la carte.
- Service is designed to be enjoyed as a shared experience.
- Guests are expected to treat the venue, other guests, and staff with respect. Disruptive or abusive behaviour may result in removal or refusal of entry.

Alcohol

- If alcohol is served, it will either:
 - be included as part of a pairing or set menu, or
 - available to purchase from an à la carte drinks menu
- Guests must be 18+ to purchase alcohol. Valid ID checks take place.
- We reserve the right to refuse alcohol service if necessary.
- We strictly refuse guests to bring their own alcohol. Any guests possessing alcohol not purchased at the venue may be removed.

Liability

- Ramen Diaries is not liable for any personal injury, loss, or damage to personal belongings during the event.

Changes to the Event

- We reserve the right to make minor changes to the menu or format due to ingredient availability or unforeseen circumstances.
- Any significant changes will be communicated in advance.

Contact us

Email: hello@ramendiaries.com

Website: <https://www.ramendiaries.com/>