



Bookings & Cancellation Policy:

Kysty is an independent, family-run restaurant relying upon bookings being honoured by our guests or sufficient notice being given of any required changes to or cancellation of reservations.

For all reservations, we require your debit / credit card details. These will be held in a secure PCI-DSS compliant vault.

Accordingly, the following applies:

1. We reserve the right to charge a cancellation fee for any booking that is cancelled, or if numbers are reduced without prior notice.
2. For bookings of 1-4 diners you must notify us of a cancellation or any changes to the number of guests at least 24 hours prior to your booking.
3. For bookings of 5 or more diners you must notify us of a cancellation or any changes to the number of guests at least 48 hours prior to your booking.
4. It will be at the discretion of the restaurant to charge a cancellation fee of £15 per person for any bookings changed or cancelled within the respective 24-hour or 48-hour notice period. We will notify you if any cancellation fee is applied.
5. Any bookings that fail to turn up without any prior notice, will incur a £15 per person 'no-show' fee. Unfortunately, our experience of parties failing to cancel or amend bookings dictates this precaution is now necessary.

A member of our reservations team will contact you prior to your booking via telephone to confirm. Unfortunately, we are unable to hold unconfirmed reservations.

We politely ask that you are ready to be seated at your time of booking or contact us if you are running late. We hold tables for 15 minutes and will release it if we have not been contacted. To ensure that we can cater for you appropriately, please notify us of any dietary requirements prior to your visit.

By making a reservation at Kysty you agree to our booking and cancellation terms.

We wish to thank you for your understanding and co-operation and look forward to welcoming you to Kysty.