

TERMS & CONDITIONS

LARGER GROUPS

We are so happy that you wish to dine with us at Palazzo Diner. We want you to have the greatest experience possible and kindly ask you to read our terms and conditions.

GROUP RESERVATION

For 8+ group reservations on Sunday-Thursday, we are quite flexible regarding your arrival time, so let us know what you wish for and we will see what we can do.

On Friday and Saturday we are extra busy, and can offer you arrival time in one of the following seating times:

- 17:00-18:00 - the table is yours until 20:00
- From 20:15-20:45 - the table is yours for 2 hours or for the rest of the evening.

Please note that any request to extend your booking beyond 2 hours must be arranged in advance and confirmed in writing.

If you wish to book the table all night or arrive at a different time than our standard above, you can book an all-night package with flexible arrival times. We will be happy to provide you with a customized menu at the minimum spend of 899DKK/person.

MENU, DRINKS & DIETARY REQUESTS

As standard we offer parties of 8 guests or more to choose a menu from our Group menu selection. The menu must be the same for the entire party, but we are flexible regarding accommodating allergies or other dietary requests. The menu must be ordered 7 days before your visit. The same goes for information about allergies. If you reserve on shorter notice, please inform us regarding your choice of menu and any allergies asap.

Good to know:

- If the Mangiare & Sips menu is chosen, the following can be added: Free bar after dinner 2 hours: Pilsner, house cocktails, and wine: +199DKK/person. House drinks during dinner 2 hours: +149DKK/person. House pilsner during dinner 2 hours: +129DKK/person.
- Drinks, wine, and draft beer can be purchased in pitchers; sodas and bottled beer can be purchased individually.
- The main is as standard Italian Meatball or Eggplant parm (v). You can change the main to: Fish +79DKK/person, Steak +99DKK/person

PAYMENT

We kindly inform you that bills may be split into a maximum of two equal parts. We accept most major credit cards.

Please note that we do not offer payment by invoice after the booking date. However, we do offer invoice payment as a 100% prepaid option. In such cases, payment must be received in full no later than 7 days prior to the booking date and is non-refundable.

Should you wish to receive further details regarding our invoice terms and conditions, please do not hesitate to contact us.

CANCELLATION

For parties of 8 to 16 guests, cancellations may be made free of charge up to 7 days prior to the booking date. For parties of 17 guests or more, cancellations are accepted free of charge up to 14 days in advance.

The number of guests confirmed at the 7- or 14-day mark before your reservation (with a tolerance of $\pm 1-2$ guests) will be considered the minimum chargeable number on the day of your visit.

In the event of a no-show or cancellation within the 7- or 14-day window, you will be charged for the agreed number of guests. The cancellation fee is DKK 150 per person.

Should you have any questions regarding our cancellation terms, please feel free to contact us.

SEATING

We always do our best to place groups together. However, we cannot promise any specific placement in the restaurant. When hosting large groups, it may be necessary to use two or more tables, as well as different types of tables that can seat different amount of guests. If you have any wishes or questions in regards to seating, please reach out and we will be happy to inform you in detail about your specific options.

Palazzo Diner

Axeltorv 6, 1609 Copenhagen, hello@pdiner.com +45 30 20 41 57