

# Terms of Trade for MAYA

**Effective Date:** 29.07.25

**Last Updated:** 29.07.25

By booking a table at MAYA, you agree to the following terms and conditions.

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## 1. General

MAYA is a restaurant located in [Insert city]. We accept reservations via our website or by phone. We reserve the right to reject bookings due to unavailability or special circumstances.

## 2. Reservations

When booking, you must provide accurate contact details (name, phone number, email). Confirmation will be sent via email or SMS.

## 3. Changes and Cancellations

You may cancel or change your reservation up to 24 hours before your reservation time. Late cancellations or no-shows may incur a fee of DKK 250 per guest, if communicated at the time of booking.

## 4. Gift Cards

MAYA gift cards are valid for 12 months from the date of purchase. Gift cards are non-refundable and cannot be exchanged for cash.

## 5. Liability

We strive to provide the best experience possible, but we are not liable for delays, errors, or disruptions caused by events beyond our control (force majeure).

## 6. Complaints

We encourage you to contact us directly in case of dissatisfaction. Disputes are governed by Danish law and can be submitted to the Danish Consumer Complaints Board ([forbrug.dk](https://forbrug.dk)).

## **7. Special Events / Company events (20+ guests)**

### **INCREASE IN THE NUMBER OF GUESTS**

After the agreed upon deadline (if not mentioned it is 2 weeks)

Increase in number of guests is based on restaurant availability and cannot be guaranteed to be available

### **CANCELLATION/REDUCTION**

Once a preorder has been placed, cancellation or reduction of the number of guests can be done as follows:

Up to 21 calendar days before the event: Cancellation can be made freely without payment.

Cancellation 14 calendar days before the event: 25% of the preorder is paid

Cancellation 7 calendar days before the event: 50% of the preorder is paid

Cancellation 1 calendar days before the event: 75% of the preorder is paid

Cancellation on the day of the event: 100% of the preorder is paid

Up to 21 calendar days before the event: reduction can be made freely.

14 calendar days before the event: reduction of max 10 people

Below 14 calendar days: reduction of less than 10 people and other smaller adjustments can be made

Deadlines and conditions apply regardless of the reason for the cancellation/reduction.

### **BINDING ORDER**

Ordering a menu is binding when the menu has been selected based on the submitted proposal with specified details, prices or based on the range on the restaurant's website, and the restaurant then in writing have confirmed the booking.

If specified drinks have been ordered, it includes binding order for these as well.

### **SPECIAL WISHES AND NEEDS**

Special wishes and needs that are not communicated before binding order, cannot be guaranteed and is not a prerequisite for the order to be binding.

### **PREPAYMENT**

Unless otherwise agreed, the restaurant does not take prepayments or deposits. Clients wishing to pay in advance can do so by agreement, though within the same week of the event

### **TIME OF PAYMENT**

Unless otherwise agreed before the date of the event, payment is by card in one bill on the night.

### **INVOICES**

Invoices are sent per e-mail on the Monday after the Event

The restaurant and bar does not send invoices for preorders of less than 10.000,- incl. VAT

If invoice needs to be sent via EAN number, the client must inform the restaurant and bar in advance