

TERMS & CONDITIONS

RESTAURANT BOOKINGS

Reservations are preferred for dining to ensure availability at CITRINO.

Reservations can be made via our website, by phone, through Bistochat, or CITRINO Booking WhatsApp. We don't take accept booking on Instagram or FACEBOOK. A confirmation email or message will be sent upon booking. We reserve the right to refuse service or cancel reservations at our discretion, particularly in cases of no-shows or frequent cancellations.

Bookings of 7+ people, Private Room or Private Events & Exclusive Parties require deposit to confirm your reservation. All deposit payments are non-refundable or non-transferable once booked. We ask that you please confirm with your group before securing the booking to avoid disappointment. Date of bookings can be changed with no less than 5 days' notice subject to availability. Please note, special terms & conditions may apply for key dates.

Bookings under 7 people require credit card guarantee to confirm your reservation. You will not be charged unless in the event of the booking is not being honoured or is cancelled with less than 24 hours' notice, a cancellation fee of HKD \$500 per person will be charged to the card. Please note, special terms & conditions may apply for key dates.

All prices are listed in HKD. Payments can be made via credit card, cash, or digital payment methods including WeChat Pay, Alipay, and UnionPay.

We strive to ensure all information on our website is accurate. However, we are not liable for any errors or omissions. Menu items and prices are subject to change without notice.

At CITRINO, we welcome guests aged 10 and above to ensure a serene and enjoyable dining experience for everyone

RESERVATION POLICY

Once a reservation is confirmed, we will hold your table for 15 minutes past the reserved time. Last-minute cancellations (within 24 hours of the reservation) and no-shows will be subject to a \$500 cancellation fee, which will be charged to the credit card on file. This policy helps us manage our reservations effectively and provide the best possible service to all our guests

REFUND POLICY

In the event that a guest wishes to request a refund, particularly in cases involving incorrect charges or mistakenly added large tips, the request must be submitted to our administration for review. All refund requests will be assessed on a case-by-case basis. Approved refunds will be processed within three weeks from the date of approval.

PROPERTY AND ASSET PROTECTION

All art, decorations, furniture, and sofas within CITRINO are the property and assets of CITRINO da Yoshinaga Jinbo. Any damages or losses to these items will be assessed, and we reserve the right to claim compensation for such damages. Guests are expected to treat all property with care and respect

For any inquiries or concerns, please contact us at info@citrino.hk

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PRIVATE ROOM BOOKINGS

All bookings require card details to confirm your reservation.

In the event that the booking is not honoured in whole or in part or is cancelled with less than 48 hours notice, a cancellation fee of the Experience menu price per person would be charged to the card provided.

If this booking is not reconfirmed 48 hours prior, we reserve the right to release the table.

Please note, special terms & conditions may apply for key dates.

PRIVATE EVENTS & EXCLUSIVE PARTIES

All bookings require card details to confirm your reservation.

In the event that the booking is not honoured in whole or in part or is cancelled with less than 7 days notice, a cancellation fee 50% of the price would be charged to the card provided.

If this booking is not reconfirmed 7 days prior, we reserve the right to release the table.

Please note, special terms & conditions may apply for key dates.

T&C's for Private Dining, Groups & Other Events will be given at the time of the proposal.

RESTAURANT POLICY

GUEST CONDUCT AND DRESS CODE

We maintain a high standard of service and expect our guests to adhere to certain standards of conduct.

This includes appropriate dress codes, punctuality, and respectful behavior towards staff and other guests.

Smart-casual attire is required. We kindly ask guests to refrain from wearing athletic wear, flip-flops, and overly casual attire.

INAPPROPRIATE BEHAVIOR

We are committed to providing a safe and respectful environment for our staff and guests.

Inappropriate behavior towards staff or other guests will not be tolerated.

This includes, but is not limited to:

- * Verbal or physical abuse
- * Discriminatory or offensive language or actions
- * Intimidation or harassment
- * Any form of disruptive behavior

Guests exhibiting inappropriate behavior will be asked to leave the premises immediately.

We reserve the right to refuse service and ban individuals who violate this policy.

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