

# Reservation Policy – Tír na nÓg

## 1. General Booking Information

Tír na nÓg offers bookings for dining, private events, and exclusive venue hire. Availability depends on the number of guests, the nature of the event, and the selected venue.

Exclusive use of a room or venue is subject to either:

- A minimum number of guests, or
- A minimum spend requirement

as specified below.

All bookings are subject to availability and final confirmation by Tír na nÓg.

## 2. Capacity and Exclusive Use

### Large Venues

- The Merchant Room  
Capacity: up to 300 guests  
Minimum for exclusive use: 120 guests
- The Tap Room  
Capacity: up to 150 guests  
Minimum for exclusive use: 100 guests
- FLUX – The Dining Room  
Capacity: up to 56 guests  
Minimum for exclusive use: 30 guests
- The Backyard  
Capacity: up to 52 guests  
Minimum for exclusive use: 30 guests

### Smaller Private Rooms

- The Lounge Room  
Capacity: up to 14 guests  
Minimum spend: 2,000 DKK (food and beverages)

- The Whiskey Room  
Capacity: up to 20 guests  
Minimum spend: 3,000 DKK (food and beverages)

Minimum spend requirements apply only to standard reservations and not to full event packages.

### **3. Booking Confirmation**

A booking is confirmed only when:

- Written confirmation has been provided by Tír na nÓg, and
- Any required deposit has been received

Tír na nÓg reserves the right to decline bookings at its discretion.

### **4. Cancellation Policy**

Standard Reservations: Cancellations must be made no later than 6 hours before the reservation time.

Prepaid Reservations: Cancellations must be made no later than 48 hours before the reservation time to qualify for a refund.

Table Packages and Shuffleboard

- Free cancellation up to 3 hours before start time
- Prepaid bookings must be cancelled at least 24 hours in advance for a full refund

Late Cancellation or No-Show: In case of late cancellation or no-show, Tír na nÓg reserves the right to retain the full amount paid or charge up to the full booking value corresponding to the reservation.

### **5. Deposits and Payment Terms (Events & Larger Bookings)**

- A deposit of 10% of the total booking value is required upon confirmation
- Deposits are considered a partial prepayment of the total booking value
- The remaining balance must be paid no later than 7 days prior to the event

Refund of Deposits

- Fully refundable if cancellation is made within the agreed deadline
- Non-refundable in case of late cancellation or no-show

## Late or Missing Payment

Tír na nÓg reserves the right to cancel the booking if payment deadlines are not met.

## 6. Changes and Reduction in Guest Numbers

Requests to modify bookings must be made in writing and are subject to approval.

Any significant reduction in the number of guests must be notified no later than:

- 48 hours prior for standard bookings
- 7 days prior for events (unless otherwise agreed)

Tír na nÓg reserves the right to charge based on the confirmed number of guests or agreed minimum requirements.

## 7. Late Arrival

Guests are expected to arrive on time. In case of delay, please inform us as soon as possible.

Tír na nÓg reserves the right to release the booking after 15–30 minutes without notice.

## 8. Cancellation by Tír na nÓg

If Tír na nÓg must cancel a booking:

- Guests will be notified as soon as possible
- Any payments made will be fully refunded

No further compensation will be provided unless required by applicable law.

## 9. Weather and External Circumstances

Bookings are generally not affected by weather conditions (including rain, snow, or storms).

In accordance with Danish consumer law, bookings for specific dates are considered time-specific services, and therefore:

- They are not subject to the right of withdrawal
- They are not refundable due to weather-related circumstances, unless otherwise stated or required by applicable law

Guests unable to attend may transfer their booking to another person.

## **10. Force Majeure**

If Tír na nÓg is unable to fulfil a booking due to circumstances beyond our control (e.g. government restrictions, transport shutdowns, safety concerns), we will:

- Offer rescheduling, or
- Provide a full refund of prepaid amounts

No further compensation will be provided unless required by law.

## **11. Third-Party Bookings and Tickets**

For bookings made via third-party providers (e.g. Dining Week):

- The provider's terms and conditions apply
- Tír na nÓg does not process refunds for such bookings
- Guests must contact the provider directly

Refunds are only possible if:

- Tír na nÓg cannot carry out the event, and
- The provider approves the refund under their policies

In such cases, the third-party provider's refund terms apply.

## **12. Liability and Conduct**

Guests must behave responsibly and comply with house rules.

Tír na nÓg reserves the right to refuse service or terminate a booking in cases of:

- Disruptive behaviour
- Safety concerns
- Violations of applicable law

The booking party may be held liable for damages.

## **13. Data Protection (GDPR)**

Personal data is processed in accordance with:

- The EU General Data Protection Regulation (GDPR)
- Applicable Danish law

Data is used solely for booking administration and customer service.  
Please refer to our Privacy Policy for further details.

#### **14. Governing Law**

These terms are governed by Danish law. Any disputes shall be subject to the Danish courts.

#### **15. Contact**

For inquiries or changes:  
info@tirnanog.dk