Reservation & Ticket Policy – Tír na nÓg

1. General Booking Information

Tír na nÓg offers reservations for dining, private events, live sport screenings, ticketed 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, reservations and ticket purchases 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 unless otherwise agreed.

3. Booking Confirmation

A booking reservation or ticket purchase is confirmed only when:

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

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

4. Cancellation & Refund 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 & 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.

Ticketed Events & Sports Events

All ticket purchases for sporting events, live screenings, concerts, special events and other ticketed experiences are final and non-refundable.

By purchasing a ticket, the guest accepts that:

- Tickets cannot be cancelled, refunded or exchanged due to personal circumstances, including illness, travel changes, work commitments or inability to attend.
- The statutory 14-day right of withdrawal under Danish consumer law does not apply to leisure activities, events or hospitality services with a specific date or time.
- Tickets are non-refundable if the guest chooses not to attend after purchase.

Refunds or exchanges will only be considered if:

- The event is cancelled entirely by Tír na nÓg, or
- The event is significantly changed or rescheduled and Tír na nÓg decides to offer compensation.

Late Cancellation or No-Show

In case of late cancellation or no-show, Tír na nÓg reserves the right to:

- Retain the full prepaid amount, or
- Charge up to the full booking value corresponding to the reservation.

5. Deposits & 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 unless otherwise agreed in writing.

Refund of Deposits

- Deposits are fully refundable if cancellation is made within the agreed deadline.
- Deposits are 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 & Reduction in Guest Numbers

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

Any significant reduction in guest numbers 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
- The agreed minimum spend or minimum guest requirement

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.

For sports events, football screenings, quizzes or other scheduled events, specific arrival times may apply and will be stated in the booking confirmation.

8. Cancellation by Tír na nÓg

If Tír na nÓg must cancel a booking event or reservation:

- Guests will be notified as soon as possible.
- Any payments made directly to Tír na nÓg will be refunded in full.

No additional compensation, travel reimbursement or consequential damages will be covered unless required by applicable law.

9. Weather & External Circumstances

Bookings, reservations and ticketed events are generally not affected by weather conditions, including rain, snowstorms, or similar circumstances.

In accordance with Danish consumer law:

- Reservations and tickets for services with a specific date or time are exempt from the statutory right of withdrawal.
- Refunds will not be provided due to weather-related circumstances unless otherwise required by law.

Guests unable to attend may transfer their reservation or ticket to another person unless otherwise stated.

10. Force Majeure

If Tír na nÓg is unable to fulfil a booking or event due to circumstances beyond reasonable control including:

- Government restrictions
- Public safety concerns
- Transport shutdowns
- Strikes
- Technical failures
- Extreme weather
- Broadcast interruptions
- Utility outages

Tír na nÓg may:

- Reschedule the booking or event, or
- Refund prepaid amounts at its discretion.

No further compensation will be provided unless required by law.

11. Third-Party Bookings & Tickets

For bookings or tickets purchased through third-party providers, including Dining Week billetudbydere or external platforms:

- The provider's own terms and conditions apply.
- Tír na nÓg does not process refunds for third-party purchases.
- Guests must contact the provider directly regarding cancellations or refund requests.

Refunds are only possible if:

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

12. Liability & Conduct

Guests must behave responsibly and comply with venue rules and staff instructions.

Tír na nÓg reserves the right to refuse service, remove guests or terminate bookings without refund in cases of:

- Disruptive behaviour
- Excessive intoxication
- Aggressive conduct
- Safety concerns
- Violations of applicable law

The booking holder may be held financially responsible for damages caused by guests attending under their reservation.

13. Buffet Service & Food Safety

To ensure food safety and maintain our hygiene standards, guests are not permitted to take food home from buffet arrangements.

In accordance with Tír na nÓg's internal food safety procedures, food may remain on display for a maximum of 3 hours, after which it must be removed from the buffet.

This policy applies to all buffet arrangements, including private functions, group bookings and special events.

14. 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, customer service and operational purposes.

Please refer to our Privacy Policy for further details.

15. Governing Law

These terms and conditions are governed by Danish law.

Any disputes shall be subject to the jurisdiction of the Danish courts.

16. Contact

For inquiries, booking changes or cancellations:

info@tirnanog.dk