



Terms & Conditions and Cancellation Policy

R.C. Sanches II, Lda with headquarters in Avenida D. João II, n.º 30, 2A, 1990-092 Lisboa, Parque das Nações, Lisboa, and tax number 517562332 assumes as entity that operates restaurants the name "Plateform" used below.

These general Terms & Conditions and Privacy Policy regulate the processing of the reservation that will be carried out and controlled by Stripe, Inc. SevenRooms and upon completion of the reservation by the client for the restaurant Rocco.

1. GENERAL RULES:

- a. Smoking is not allowed in the restaurant;
- b. The client must inform the restaurant about any allergies or/and dietary restrictions in advance, and the restaurant is not responsible for any problem that may occur resulting from any situation not disclosed in advance;

2. ABOUT YOUR RESERVATION:

- a. Upon making a reservation for Rocco, and in order to secure it, it is necessary to provide the credit card data under the circumstances indicated in this document;
- b. During this process no charge will be made;
- c. In order to make a reservation for more than 8 people, the client must contact the restaurant directly;

3. CANCELLATION POLICY:

- a. **If you do not show up or if you cancel your reservation within a period of less than 3 hours, €25 (lunch and dinner) or €15 (breakfast) per person will be charged to the card provided at the time of reservation (VAT included);**
- b. **On the day of your reservation, you will receive a SMS where you must confirm your presence or cancel it;**
- c. All reservations can be canceled without any payment being made until 3 hours before the meal;
- d. There is 15-minute tolerance and only after this period is a no-show considered;
- e. Considering the above mentioned, the reservation date can be changed by customer request, always depending on the availability of the restaurant.

4. PAYMENT AND STRIPE ACCOUNT:

- a. Plateform and Stripe, Inc., are obligated to handle any personal data supplied by the client in full compliance with the applicable law;
- b. Plateform is responsible for providing support to clients regarding billing, cancellations and reimbursements with reference to the services provided;
- c. Plateform acts in full compliance with the applicable law, regarding tax and/or fees applicable to the services provided;
- d. Plateform is responsible for informing consumers that a third party, Stripe, Inc., was hired to carry out and control the processing of the acquisition of the services provided. Likewise, Plateform asserts that it will uphold, together with Stripe, Inc., all the reimbursement, cancellation or adjustment policy procedures.