

Casa Jako – Refund Policy

Casa Jako, 29 High Holborn, London WC1V

This Refund Policy (“Policy”) applies to all customers, guests, event organisers, and any persons entering or using the premises of Casa Jako (“the Venue”).

1. Acceptance of Policy

By entering the Venue, making a reservation, attending an event, or purchasing any product or service at Casa Jako, all customers and guests confirm that they have read, understood, and agreed to be bound by this Refund Policy.

Entry to the Venue and/or use of its services constitutes full and unconditional acceptance of these terms.

2. General No-Refund Policy

All payments made to Casa Jako are strictly non-refundable, unless expressly agreed in writing by Casa Jako management.

This includes, without limitation:

- Deposits
- Minimum spends
- Pre-paid packages
- Table reservations
- Bottle service
- Event bookings
- Any food or beverage ordered or purchased during the Venue’s licensed service hours

3. Consumption of Food & Beverages

No refunds will be issued under any circumstances once any food or beverage has been served, delivered to a table, opened, or consumed, including but not limited to:

- Bottles that have been opened, partially consumed, or fully consumed
- Food that has been eaten, partially eaten, or incorrectly ordered by the guest

Once a bottle seal is broken or any food or beverage item is served, the transaction shall be deemed final and completed, with no entitlement to a refund.

4. Unserved or Missing Items

If a customer believes that a food or beverage item has not been served or delivered to their table, the customer must notify a member of Casa Jako management immediately and while still present at the Venue.

Any claim relating to missing or unserved items made after the customer has left the Venue shall not be accepted under any circumstances, and no refund or compensation will be issued by Casa Jako.

Failure to raise the issue at the time of service constitutes full acceptance that all ordered items were correctly delivered.

5. Bottle Service & Table Reservations

All bottle service purchases and table reservations are final and non-refundable.

Refunds will not be provided due to:

- Change of mind
- Reduced attendance or no-shows
- Guest dissatisfaction after consumption
- Early departure from the Venue
- Failure to meet minimum spend

6. Deposits

Deposits are required to secure bookings, tables, or event dates.

All deposits are non-refundable and non-transferable, unless otherwise confirmed in writing by Casa Jako management.

7. Event Cancellations

In the event of cancellation by the customer or organiser, for any reason:

- All amounts paid shall be retained by Casa Jako
- No refunds will be issued for deposits, pre-orders, or minimum spends

Casa Jako reserves the right to charge up to 100% of the agreed booking value.

8. Force Majeure

Casa Jako shall not be liable for any refunds, compensation, or losses arising from events beyond its reasonable control, including but not limited to government restrictions, emergencies, public safety concerns, or acts of God.

9. Management Discretion

Any exception to this Policy is strictly at the discretion of Casa Jako management and must be confirmed in writing to be valid. Verbal agreements or assumptions shall not apply.

10. Governing Law

This Policy shall be governed by and construed in accordance with the laws of England and Wales.