

Terms and Conditions (T&Cs)

OMAKASE – Sushi Counter Fine Dining Restaurant

1. General Information

OMAKASE is an exclusive fine dining concept with only eight seats at the sushi counter. A fixed, high-quality menu is served, available by reservation only. By making a booking, guests acknowledge and accept the following Terms and Conditions as binding.

2. Reservations and Deposit

- Reservations can only be made through the official booking system.
 - A deposit of €150 per person is required to confirm the reservation.
 - The reservation is only considered binding once the deposit has been received.
 - Tickets/reservations are transferable to other persons but must be announced in advance either in writing or by phone.
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3. Cancellation and No-Show Policy

- Cancellations made up to 7 days before the reservation date are free of charge. In such cases, the deposit will be fully refunded.
 - For cancellations made less than 7 days but more than 24 hours before the reservation, the deposit will be retained as a cancellation fee.
 - Cancellations within 24 hours of the reservation or no-shows will be charged the full menu price, either invoiced or charged to the stored payment method.
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4. Menu and Dietary Restrictions

- A fixed omakase menu is served, which may change daily depending on the season and market availability.
 - We cannot accommodate severe allergies or intolerances (e.g., to fish, seafood, gluten). Guests with such dietary restrictions are kindly asked not to make a reservation.
 - Lactose-free and meat-free alternatives can be accommodated with sufficient advance notice. Vegetarian or vegan menus are not available.
 - Please inform us of any special requests or notes at least 72 hours in advance.
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5. Payment

- The deposit is paid online via credit card through the booking system.
- The remaining balance is due on the evening of the visit at the restaurant.

6. Punctuality and Seating Policy

- Entry begins at the agreed time. Due to the exclusive nature of the experience and limited seating, late entry cannot be guaranteed.
- In case of late arrival, guests may forfeit individual courses or the entire menu. Refunds are not possible in such cases.

7. Disclaimer of Liability

- OMAKASE is not liable for guests' personal belongings.
- No liability is assumed for health reactions resulting from undeclared allergies or intolerances.

8. Data Protection

- Personal data is used solely for processing the reservation and, if necessary, for contacting guests in relation to the booking.
- Data will not be shared with third parties. Further information can be found in the privacy policy on the website.

9. Miscellaneous

- Pets are not allowed.
- The minimum age for guests is 16 years.
- House rules and instructions from staff must be followed at all times.

10. Jurisdiction and Applicable Law

Austrian law applies. The place of jurisdiction for all disputes in connection with these terms and conditions—where legally permissible—is Vienna.

Effective Date: September 1, 2025