

Details for Reservations at our Restaurant Herz&Niere

Law is operative: The following regulations are valid for all the reservations of the company Hauser & Köhle Gastronomie GmbH.

Reservation and cancellations

1. Our restaurant has a limited number of seats and tables. Our production and the buying of goods is daily taking place. The financial damage that a non-compliance or late cancellation brings- (especially if we haven't the chance to offer the seats to other customers) is enormously and for our service line, intolerable. We want to point out and ask for your understanding that following rules and regulations are valid for our restaurant.

2. We reserve the right to make a reservation for our restaurant, only after having a credit card information. We are entitled to charge a fixed service/hosting price or respectively a compensation, if following rules are not followed:

Regulations and reservation for the restaurant Herz&Niere

3.1 Reservations considering the time and number of people are binding. You can still change your reservation at the latest 24 hours before (number of people) or cancel without us charging you on your credit card. A cancellation or change can only happen through our booking system OpenTable or written by email: [restaurant@herzundniere.berlin](mailto:restaurant@herzundniere.berlin) We can't consider or accept phone cancellations.

3.2 Does a cancellation not take place as said in our information point 3.1, we are entitled to charge for a not claimed/cancelled seat, a flat-rate compensation of 50,00 Euros per head, if the reserved table was not able to be given out again. The same process is happening if guests appear with less number of people as arranged.

3.3 As far as the reserved table/seats are not claimed within the 30 minutes after the arranged time, we are entitled to give the seats out to other guests.

3.4 The credit card information is encoded at OpenTable or rather with the credit card service Stripe.

3.5 We kindly request to give us a mobile number in any case for your reservation on which we can definitely get hold of you. We reserve the right to confirm your reservation. Please keep in mind to give us the country code.

Herz & Niere Restaurant | Hauser & Köhle GmbH

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[restaurant@herzundniere.berlin](mailto:restaurant@herzundniere.berlin) / [www.herzundniere.berlin](http://www.herzundniere.berlin)

Bankverbindung: Hauser & Köhle Gastronomie GmbH, Sparkasse Berlin, BAN: DE27 1005 0000 0190 7505 53, BIC: BELADEBEXX

Steuernummer: 1137/334/50266

Amtsgericht Berlin Charlottenburg. Handelsregister Nr: HRB 197937