

## Refund Policy

Ikhaltos Valley Georgian Cuisine Ltd

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Last Updated: 27 February 2026

### 1. Restaurant Dining

All food and drinks consumed at the restaurant are non-refundable once served.

If you are dissatisfied with your meal, please inform a member of staff immediately so we can resolve the issue promptly.

Refunds will not be issued after you have left the premises unless there is a proven service issue.

### 2. Deposits for Group Bookings

For large group bookings, a deposit may be required.

- Deposits are refundable if cancellation is made at least 48 hours before the booking.
- Cancellations made within 48 hours of the booking may result in loss of deposit.

### 3. Pre-Paid Events or Special Menus

For special events, ticketed evenings, or pre-paid set menus:

- Payments are non-refundable within 72 hours of the event.
- Earlier cancellations may be refunded at our discretion.

### 4. Takeaway Orders (if applicable)

If you collect takeaway and there is an issue with your order, please contact us immediately.

Refunds or replacements will be offered only where:

- The wrong item was provided
- The food was unfit for consumption
- There was a clear preparation error

Refunds will not be issued for personal taste preferences.

#### 5. Gift Vouchers

Gift vouchers:

- Are non-refundable
- Cannot be exchanged for cash
- Must be used before the expiry date

#### 6. Statutory Rights

Nothing in this Refund Policy affects your statutory rights under the Consumer Rights Act 2015.