

1. Cancellation & Refund Policy

At *The Village Rooftop*, we strive to provide you with an exceptional dining and event experience.

However, we understand that plans can change.

Reservations & Table Bookings:

- Cancellations made **at least 24 hours prior** to your reservation will be eligible for a full refund (if prepaid).
- Cancellations made **within 24 hours** of the reservation time are **non-refundable**.

Event Bookings:

- For private events or group bookings, cancellations must be made **at least 72 hours in advance** for a full refund.
- Any cancellations made later than that will incur a **50% charge** of the total booking amount.

Online Orders:

- Orders once confirmed cannot be cancelled once prepared or dispatched.
- Refunds (if applicable) will be processed within **7–10 business days** to the original payment method.

For refund-related queries, contact us at [**contact@thevillagerooftop.com**](mailto:contact@thevillagerooftop.com).