

# FAQ

## **1.- What are your kitchen hours?**

Tuesday to Saturday from 20:00 to 22:30 hrs.

## **2.- Do you have to pay at the time of making the reservation?**

Yes, the reservation process (through the restaurant website) requires the payment of 100% of the chosen menu through our secure payment platform. Drinks will be charged separately at dinner.

## **3.- Can I show up without a reservation?**

We may not have any free tables. Please contact us before coming in case of any last-minute cancellations. You can call us on 971 806 806 or email [lagaia@ibizagranhotel.com](mailto:lagaia@ibizagranhotel.com).

## **4.- Do I have to choose the menu before going to the restaurant?**

Yes, during the reservation process on our website you will be asked what menu you want to order, all diners must select the same menu.

## **5.- I am allergic or intolerant to some foods. Are there alternatives?**

When you make your reservation, we will inquire about any allergies or intolerances you may have in order to accommodate them and tailor the menu to your specific needs.

## **6.- Is there a vegetarian menu?**

We have adapted our Tanit menu for vegetarians.

We do not have a vegan menu.

## **7.- Is there an à la carte option?**

No, we only have tasting menus.

## **8.- Can I choose a wine pairing with the menu?**

Yes, we have 2 types of wine pairings to choose from, or you can select a wine of your preference from our extensive wine menu. The choice of wine will be made in the restaurant and advised by our sommelier.

## **9.- How long is the dinner?**

Never less than 3 hours, depending on the rhythm set by the diners and the chosen menu. For those who smoke, we recommend that they agree with the waitstaff on scheduled breaks.

## **10.- I can not go on the day of the reservation. What should I do?**

You can cancel the reservation through the links provided. If it is within the cancellation period, the amount paid in advance will be refunded.

Reservations of up to 5 diners can be canceled up to 24 hours before the experience. For reservations of 6 or more guests, you can cancel up to 48 hours before the experience.

## **11.- Can we add diners to the reservation?**

Yes, subject to availability at the restaurant.

**12.- What happens if a diner becomes ill on the day of the dinner?**

They can cancel their reservation by presenting a medical report or official document proving their condition.

**13.- What happens if, on the day of the reservation, some of the diners cannot attend?**

This would be considered a modification outside the permitted period. In accordance with our cancellations and modifications policy, no refunds or credit will be issued to diners who have not attended.

**14.- I have a reservation and I cannot attend, but I have a friend/family member who can use it. Can I transfer it?**

We leave it to the customer's discretion; however, any new diners must accept the conditions and policies of the reservation and communicate any allergies or intolerances to the restaurant in advance.

**15.- Can I take pictures or videos?**

Yes, for your personal or private use. It is not permitted to take or publish photographs of other diners without prior authorization.

**16.- Are children or strollers allowed?**

We leave it to the parents' discretion if they wish to come with children. Parents need to consider the length and nature of the experience, which may be excessive for younger or restless children.

**17.- Is there parking available?**

Yes, we offer valet parking for our restaurant diners at no additional cost. The entrance is through the main door of the Hotel where the porter team will assist you.

**18.- What happens if I arrive late for the reservation?**

Punctuality is very important for the proper functioning of the service. The schedule of each reservation is adjusted to the operation of the dining room and kitchen in order to provide the best service possible. In case of a delay of more than 15 minutes, the restaurant reserves the right to cancel the reservation. You must notify the restaurant if you will not be arriving at the confirmed time of your reservation.

**19.- Can I give an experience as a gift?**

Yes, you can purchase a gift card directly from our website [lagaiaibiza.com](http://lagaiaibiza.com). You can choose from our menus and pairing options. Payment is made directly on our secure payment platform. The lucky person will have the whole season to use the gift card. It will not be refundable and cannot be canceled.

**20.- Are animals allowed?**

Pets are not allowed in our gastronomic restaurant or in the hotel.