



CANCELLATION POLICY MADAM

Cancellation terms individuals and groups

Skybar – Restaurant Madam
Overhoeksplein 3- 20th floor
1031 KS Amsterdam

Time of arrival:

If you are unable to show up at the time of your reservation, Madam will hold your table for 20 minutes. In case you do not present yourself within the stated timeframe or give Madam notice, your table will be given to the first guest(s) in line.

Cancelling reservations up to 8 people:

Dinner cancellations are free of charge before 12 p.m. on the day of the reservation. Cancellation requests past 12 p.m. or no-shows are subject to a €20,00 fee per person.

Reservations of 9 people or more:

From Thursday to Saturday Madam accepts a maximum of 12 people for group reservations. From Sunday to Wednesday Madam accepts up to 14 people per group reservation. Madam serves a predetermined menu to groups of 9 or more, à la carte dining is not possible in this setting.

For groups of 9 people or more we ask a prepayment of € 20,00 per person.

Cancelling reservations of 9 people or more:

Up to 48 hours before your reservation, your cancellation is free of charge. In case less people show up than your reservation originally stated, and you have not given Madam notice, Madam will charge €20,00 per no-show.

Partial cancellation or changing reservations of 9 people or more (showing up with less guests than intended)

You may change or cancel a maximum of two persons in your reservation until 12 p.m. on the day of your reservation. Cancellation requests past this stated timeframe and cancellations of more than two persons are subject to a fee of €20,00 per no-show or cancelled person.

How to cancel your reservation

You may cancel your reservation by phone or per e-mail. You will receive a confirmation email of stating your cancellation or the change in your reservation. Without this confirmation email your cancellation or requested changes are invalid.