

Important points regarding reservations (the reasons are explained below):

1. When making a reservation, be sure to use an email address for a website that you can check every day.

2. If you cannot stay online for long periods of time and cannot open the reservation confirmation email we send, do not make a reservation online.

3. The reservation form contains a final confirmation that is very important to you. Please read it carefully. If you are not from an English-speaking country, don't be lazy and make sure to translate it.

For 1

Please make sure that the email address you use to make a reservation is one that can be checked every day from the date of reservation to the day of the reservation.

This is because in the event of a natural disaster such as a typhoon or earthquake, or if we are involved in an accident, we will contact you urgently to inform you of our temporary closure.

For the above reasons, we may have to contact the person directly, so please do not make reservations through a travel agency, hotel, or a third party such as a friend.

For 2

We may not be able to accept your desired time. And we may reply that we are fully booked and cannot accept your reservation. Please be sure to read our reply.

Sometimes, people get angry when we cancel their reservation without sending the final confirmation reply we required because they were out and not connected to the Internet.

We cannot understand why someone would come to the store on their own without access to the internet and being unable to check their email, only to find out their order had been canceled and then hold a grudge against us.

But think about it carefully. If we don't get a reply from you, we don't even know if you received our email. We don't know if you're coming.

Even if we prepare a seat thinking that you will come, if you don't show up, it will be a no-show for us and will cause a big loss. This has happened many times.

If it's a hassle for you to reply to us, you don't have to make a reservation. Thank you.

If you spend a lot of time outside and have little time online, please call us if you are making a reservation for the same day. Please refrain from making reservations by email.

By holding your seat while we don't hear from you, we will have to cancel over 60 reservations. Please reply as soon as we hear from you.

If not, we will cancel your reservation.

Our restaurant has a limited number of seats, so we can only meet a limited number of customers per day. Even if you make a reservation by email or phone, we may not be able to meet you. Please understand.

For 3

There is an important reason for our complicated reservation form.

We are a small restaurant run by just two couples, husband & wife. However, in addition to vegetarian, pescatarian, and gluten-free, we also accommodate various allergies. Our cuisine is very complicated because it meets various needs. Some inquiries about allergies are not accepted by us.

We also receive reservation emails from various countries, including repeat customers and referrals from people who have visited us before.

We need to know some information about our customers before accepting reservations, so we ask for the necessary information on the reservation form.

There are various groups, from families with babies to elderly people. In order to decide which seating would be best for everyone on that day, we ask about their age, family composition, group composition, country, etc. This is because we are a restaurant with a limited number of seats.

If you feel troubled by filling out the reservation form, you do not need to make a reservation.

Thank you. Best regards.

TEPPAN TAVERN TENAMONYA
HIDEKI & NAOKO