

CANCELLATION POLICY

Please note that 1484 by Puro is a busy and popular restaurant. Please be aware of 1484 by Puro's cancellation policy:

- If you need to cancel or amend your booking, please let us know as soon as possible.
- Reservations for all tables require credit card details in order to book. These bookings must be changed or cancelled at least 24 hours prior to the reservation time, otherwise a AED 100 per person cancellation fee may be applied.
- The cancellation fee reflects the cost of food, drink and staffing incurred by us in anticipation of the booking and lost revenue from the empty table.
- A table is deemed to have "no showed" if they are more than 15 minutes late for their reservation and have made no contact with 1484 by Puro. Failure to show will result in an AED 100 per head charge.
- The cancellation fee will be charged to the credit card used to secure the booking. We will send email notification of any charges made.
- Table cancellations can be made by any of the following methods:
 - Online:** Follow the instructions in your booking confirmation email to cancel your booking.
 - Email:** reservations1484@puro.ae
 - Phone:** 04 815 7333

Payments

- All payments made to us by you will be processed through Network International. Network International is our third-party payment
- You understand that you use our third-party payment gateway at your own risk and responsibility, and you must retain a copy of transaction records and merchant policies and rules.
- You also agree that the card details supplied to our third-party processor are correct and accurate and the card used to make payment is lawfully owned by you.
- Please note when you are at the page where you need to enter your credit/debit card details please ensure the site address shows network.ae Payment can be made by Visa, Mastercard or American Express. Once the payment has been done you will be taken back to our website.
- Once payment has been made via our third-party payment gateway, the confirmation notice will be sent to the client via email within 1 hour.

Time Restrictions

The maximum time that we can hold a table you have reserved is for 15 minutes and please note that there is a 1.5-hour time restriction for dining in.

Last Orders

Please note that our last kitchen for the breakfast service is at 11.45am and for the lunch- & dinner service at 6pm.

