

## FOR PARTIES OF 12 OR MORE GUESTS

### OVERVIEW

Thank you for your interest in a large-party reservation at Yamashiro. We can accommodate parties of up to 30 guests in our dining room with at least 48 hours advance notice.

For the convenience of your guests, we offer large parties in our main dining room three fixed-price menu options to choose from. These menus may be found on our website or can be emailed/faxed to you.

If a fixed-price menu does not best suit your needs, we are happy to accommodate your large party in our lounge, garden or SkyView room (depending on availability) where your guests may choose from the full lounge menu for a \$30 per-guest minimum guaranty.

Deposits are not required for parties of this size but we do require a credit card to confirm a reservation and guaranty the final guest count. A credit-card guaranty form is available on our website or one can be forwarded to you via fax or email.

In order to complete the reservation process, this form must be completed and returned to Yamashiro no later than 48 hours prior to your requested reservation date/time. Changes or cancellations to this reservation may be made without penalty *if made in writing* via fax/email before 2:00pm on the date of the reservation. After that time, the most recent guest count in the reservation is considered final and binding.

### FAQs

#### ***“Why do I have to choose a fixed-price menu to sit in the dining room?”***

We offer a fixed-price menu to large parties in our main dining room in order to ensure the best possible service and to offer the most convenience for you and your guests. The price includes all taxes, gratuities and non-alcoholic beverages (coffee, iced tea and soda) and each menu showcases the best of our cuisine while appealing to the broadest range of tastes.

It has consistently been our experience that large parties appreciate the convenience of a pared-down menu selection at a reasonable, fixed price – this convenience allows everyone in your party to order early into the meal so they can relax and enjoy their company while the service staff handles everything.

***“How much does the fixed-price menu cost?”***

All of our menus are available on our website or they may be forwarded to you via fax/email.

For your convenience, we offer three pricing options:

- The Sakura Menu is a two-course menu for \$45 per guest;
- The Lotus Menu is a three-course menu for \$65 per guest;
- The Orchid Menu is a three-course menu with more premium selections at \$75 per guest.

All prices include tax, gratuity and non-alcoholic beverages (coffee, iced tea and soda).

***“I don’t want to have a fixed-price menu/those menu options are out of my budget/I just want my guests to be able to order whatever they want.”***

If you would like your guests to have access to a broader range of menu options, we can make this reservation for you in our garden, lounge or SkyView room (pending availability). No fixed-price menu is necessary and your guests will have access to the full lounge menu for a minimum guaranty of \$30 per guest.

***“Why is there a \$30-per person minimum guaranty to sit in the lounge/garden/Skyview Room?”***

A great deal of work goes into ensuring proper service for a party of this size. We staff an additional server on the evening of your reservation, order additional food for the kitchen and hold several tables together to accommodate your party – preventing us from seating those tables with other confirmed guests. We are happy to make these accommodations, but we require a guaranty on file in order to do so.

***“What if I don’t want to have a fixed-price menu OR be responsible for a \$30 per-person minimum?”***

If you’re uncomfortable providing that guaranty, you are welcome to join us that evening without a reservation on a “walk-in” basis. We cannot hold tables for “walk-ins,” however, or guarantee the time or location of seating, or that your party will be seated together.

***“Why do I/we have to provide a credit card?”***

Your credit card is kept on file only as an insurance policy or guaranty against no-call/no-shows or last-minute cancellations. It will only be charged in accordance with the terms and conditions of our change/cancellation policy.

Yamashiro will not charge the credit card on file for the final bill unless otherwise directed in writing to do so.

***“What happens if we need to change or cancel this reservation?”***

You're welcome to make changes, additions or cancellations as late as 2:00pm on the date of your reservation. After that time, the reservation is considered confirmed and guaranteed at the guest count listed in the reservation. In order to avoid any charges to the credit card on file, **all changes or cancellations to the reservation must be made in writing** via fax or email.

FAX: 323 436 0591

EMAIL: [reception@yamashirorestaurant.com](mailto:reception@yamashirorestaurant.com).

***“Will my credit card be charged?”***

No charges will be made to your card for any changes or cancellations made prior to 2:00pm on the date of the reservation. Changes or cancellations made after that time are subject to the per-person price selected on the large party guaranty form. *If* your card is charged for any reason, the full amount will be issued to you in the form of a gift card for future use at Yamashiro and will be mailed to the billing address provided on the credit card guaranty form.

***“What if I am confirmed for 18 guests, but only 12 show up?”***

In accordance with the terms and conditions of our cancellation policy, your card will be charged for each no-show below the confirmed and guaranteed guest count. The full amount of that charge will be issued to you in the form of a gift card for future use at Yamashiro and will be mailed to the billing address provided on the credit card guaranty form.

***“How much will my card be charged?”***

No charges will be made to your card for any changes or cancellations made prior to 2:00pm on the date of the reservation. Changes or cancellations made after that time are subject to the per-person price selected on the large party guaranty form. *If* your card is charged for any reason, the full amount will be issued to you in the form of a gift card for future use at Yamashiro and will be mailed to the billing address provided on the credit card guaranty form.

***“I’m not comfortable providing my credit card number to you... OR how do I know my credit card information is safe with you?”***

Please be assured that the protection of your privacy is of the utmost importance to Yamashiro. All credit card information provided is secure and protected by SSL encryption, the industry standard. Your information is only kept on file until the reservation date and time, after which it is expunged.

***“I cannot/will not provide a credit card.”***

Without a credit card guaranty we are unable to make this reservation for you. You are welcome to join us that evening on a “walk-in” basis, but we will not be able to hold tables for your party and cannot guarantee the location or time of your seating, or that all your guests will be seated together.

**If you have any further questions, please do not hesitate to contact us at 323 466 5125 or email [reception@yamashirohollywood.com](mailto:reception@yamashirohollywood.com).**