Udatsu Sushi Hong Kong Booking Policy

Udatsu Sushi offers an authentic sushi experience - with a celebrated menu that includes cooked and raw seafood as well as the highest quality ingredients. The entire team takes great pride in the ceremony and traditions involved in preparing and presenting food combined with art for our diners. Therefore, please pay close attention to our booking policy as below.

1. Booking Arrangement

1.1. For parties of 1 – 6, only bookings placed via the website will be accepted. For parties of 7 or more, please contact us directly at udatsusushi@fwdhouse1881.com or WhatsApp on +852 5729 4188.
1.2. If we cannot accept your booking, we will inform you immediately and you will not be charged.
1.3. If we are unable to accommodate your originally specified time(s) or date(s), or if in exceptional circumstances we need to amend or cancel your booking, we will inform you and attempt to reorganize your booking and/or issue any eligible refunds as soon as we can.
1.4. To process your booking, we will require personal data such as your name, credit card details, personal phone number and email address, etc. Our website or team will ask you for this information when you make your booking. If you fail to provide us with this information, we will be unable to accept your booking and you will not be charged. All information you provide to us will be kept completely confidential.

2. Prices and Payment Methods

2.1. The Executive Lunch Course is fixed at HKD$880* (plus 10% service charge) per person.
2.2. The Lunch Omakase Course is fixed at HKD$1,180* (plus 10% service charge) per person.
2.3. The Dinner Omakase Course is fixed at HKD$2,380* (plus 10% service charge) per person.
2.4. For 1-6 guests, Udatsu Sushi requires a credit card authorization hold of 50% of the course price.
2.5. For 7+ guests, Udatsu Sushi requires a 50 % deposit paid via bank transfer with proof of payment sent to either the provided email or WhatsApp number to secure the booking.
2.6. We accept payment via all major credit cards including VISA, MASTER, AMERICAN EXPRESS and UNION PAY. Any additional charges for drinks, service and corkage will be payable at the end of your meal.

**The above prices mentioned do not include drinks, service charges or corkage.*

3. Cancellation and Amendment Policy

3.1. Amendments or cancelations can be made 48 hours prior to your reservation for 1-6 guests without penalty.
3.2. Amendments or cancelations for 7+ guests should be made 1 week before your reservation without penalty.
3.3. Cancellations can be made online via your confirmation email or SMS and via messaging the WhatsApp number.
3.4. In the case of a refund there will be a credit card handling fee charged by the payment capture company Stripe of HKD$150 per person.
3.5. If a booking is cancelled within the said period successfully, the reservation credit card authorization hold will be voided. If a deposit was charged and then refunded the cardholder will be subject to an HKD$150 handling fee per person charged by the payment capture company Stripe.

3.6. Late cancellations can be made online via your confirmation email, SMS or WhatsApp are subject to credit card authorization hold charge per person or deposit paid according to the party size guidelines set out above.
3.7. If you do not show up for the meal at the reserved time, we will charge the full amount of the reservation credit card authorization hold; if less than the originally reserved number of guests show up, we will charge from the reservation credit card authorization hold per person.

4. Corkage

4.1. Corkage will be charged at fixed rate of HKD$500 per bottle (720ml / 750ml).
4.2. Corkage will be charged at fixed rate of HKD1,000 per bottle (1500ml / 1800ml).
4.3. Distilled alcohol like Whisky and MaoTai will be charged HKD$1,000 per bottle.

We will offer a buy-one-get-one free corkage for all wine and sake purchased over the value of HKD$800 per bottle on a one-to-one basis.
For Magnum Wine/Sake we can waive the corkage for each bottle over HKD$1,600 purchased on a one-to-one basis.
**Kindly note not all wines and sake will be available for take away and will have to be opened and consumed onsite.*

5. Dietary Restrictions

For any dietary restrictions, please advise us when placing a booking. Regret that we are unable to cater for vegetarians or those unable to eat raw fish, shellfish or rice.

6. Children Policy

Children aged 5 and above are welcome.

7. Dress Code

Smart casual.

8. Punctuality

The dining experience begins promptly on booking time. Kindly be reminded that for guests who are late for more than 30 minutes, certain courses will be skipped. For guests who are late for 60 minutes or more, unfortunately no service will be provided and the reservation's credit card authorization hold will be charged accordingly.

Other Terms and Conditions

These terms and conditions are governed by the laws of Hong Kong and the parties hereby submit to the exclusive jurisdiction of the Hong Kong courts. Should there be any discrepancy between the English and Chinese version of these terms and conditions, the English version shall prevail. Udatsu Sushi reserves the right of final decision in the event of any disputes. The terms and conditions may change without prior notice.