

Cancellation Policy for Reservations

Starting in February, the following policy will go into effect:

Requirements:

- You must arrive for your reservation no later than 11:00 a.m. After 11:00 a.m., if you have not arrived, your meal may be given to someone on the waiting list.
- If you are unable to attend on a day you have a reservation, you must cancel no later than the day before. If that's not possible, you are required to call by 9:00 a.m. on the day of your reservation to cancel. You may text or call (408) 739-0833 to cancel. Include your Name, SNP#, and the specific dates you need to cancel in your message.

No-Show Policy

- If you miss two reservation dates within the same week, all remaining reservations for that week will be cancelled. Any reservations you have already made for the following week will also be cancelled. During this suspension period, you may come at 11:00 a.m. to check whether any meals are available.
- If you fail to show up for at least one reservation each week on a consistent basis, you will be suspended from making new reservations for one week. During this suspension period, you may come at 11:00 a.m. to check whether any meals are available.