

Online Reservation Service Policy

Terms and Conditions

Purpose of this Policy

This document is intended to provide information to visitors of the website www.zinannina.com and customers of our restaurant about the terms and conditions of our online table reservation service.

Reservation Procedure

Table reservations can be made by filling out the appropriate form available at www.zinannina.com/reservations. In addition to specifying the number of people, the desired date, and time of the reservation, the following mandatory information must be provided: first name, last name, phone number (landline or mobile), email address, and any food allergies or intolerances that need to be considered in meal preparation.

Privacy Policy

By making a reservation using the method described above, the user acknowledges that:

- Submitting the completed form constitutes a valid expression of consent to the processing of personal data in accordance with Article 13 of Legislative Decree No. 196/2003 (Personal Data Protection Code) and the European Regulation No. 679/2016 on Privacy (GDPR - General Data Protection Regulation), as well as an explicit acceptance of the site's general privacy policy (available at the following link) and the specific terms and conditions of the reservation service;
- The personal data requested is necessary for the provision of the service, and therefore, refusing to provide it or providing incorrect or incomplete data will result in the inability to make a reservation;
- The online reservation system is managed through integrated software on the restaurant's website provided by Wix.com, Inc.;
- The reservation service requires the input of a valid credit card as a guarantee for the customer's compliance, and these details are securely stored by our certified partner, Wix Payments, which has been chosen for its compliance with appropriate security measures and advanced anti-fraud tools, following specific standards set by current European regulations on electronic payments;
- As part of the regulated services provided to our users as an electronic payment institution, Wix Payments will collect and use personal data, among other purposes, for the following: account opening and management; receipt and crediting of payment transactions; anti-money laundering and anti-terrorism financing (further information on the collection and use of data by Stripe can be found at: <https://www.wix.com/about/terms-of-payments> and <https://www.wix.com/about/privacy>);
- The legal basis for data collection and use is the execution of a sales contract in which the user is a party, pursuant to Article 6, para. 1, letter b) of the GDPR.

Cancellation Policy

A reservation is considered confirmed upon receipt of a confirmation email by the customer.

Upon confirmation, an amount of €20.00 per person will be charged to the credit card provided during the reservation process; this amount will be deducted from the customer's final bill or retained by the restaurant in cases of "no show," as specified below.

Reservations can be canceled by following the instructions provided in the confirmation email or by directly contacting the restaurant (Monday to Sunday from 9:00 am to 12:00 pm and from 3:00 pm to 8:00 pm) with the following notice:

- 24 hours in advance for reservations for 2 people or fewer;
- 48 hours in advance for reservations for up to 6 people;
- 72 hours in advance for reservations for more than 6 people.

Adhering to the above cancellation policies will avoid any penalties, and in such cases, the amount charged at the time of reservation confirmation will be refunded to the customer.

In case of a no-show (the customer does not show up for the reservation without prior notice), late cancellation (after the deadlines mentioned above), or unagreed changes to the number of people, the restaurant will retain the specified amount of €20.00 (twenty euros) for each reserved person or missing cover.

If there are any subsequent changes to the reservation, the date of the last modification will be taken into account, and the contract will be tacitly renewed under the same conditions.