

About Course Reservations

About Restaurant Reservations

Q Can I verify my reservation if I cannot bring my smartphone or PC to the restaurant?

A After making your reservation a "Reservation Completion Email" will be delivered to the address provided, so please present this email to the restaurant upon arrival.

Q Are there any charges beyond what is paid beforehand?

A Course payment cannot be made on the day of the event. Payment for additionally ordered menu items, cover charges, and service charges may at times be made separately. These are all noted in the course details, so please be sure to confirm the course details.

Q I made a reservation, but is it possible to confirm the reservation contents later?

A After making your reservation a "Reservation Completion Email" will contain details, so confirmation can be had from the email.

Q How many days in advance can reservations be made?

A Per Japanese dating, reservations can be made up to 53 days in advance.

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Reservations can be made up to 53 days in advance.

Q Can individuals in a group under the same reservation each order different courses?

A

No, your guests cannot order different courses separately. Please order the same course per group.

About Payment at Reservation Time

Q

I would like to know which payment methods are available when making reservations.

A

Payment methods vary by restaurant. Please check the details on the payment page. For Visa, Mastercard, and JCB, only cards that are compatible with 3D Secure are accepted.

Q

I cannot make a reservation even though I entered my credit card information correctly.

A

Your credit card may not be compatible with 3D Secure. Please confirm whether your credit card supports 3D Secure. Please contact your credit card company for further details.

Q

During payment an error-like display occurred, but the reservation completion email has been delivered. Has my reservation been made?

A

If the "Reservation Completion Email" has been delivered, payment is complete and your reservation settled, so please rest assured.

Q

I got an error message during the payment and didn't receive any confirmation email. Did my reservation go through?

A

If you did not receive a confirmation email, neither payment nor reservation has been completed. Please be sure to check your spam folder, in case the confirmation email landed there. If not, we apologize for the inconvenience and ask you to go through the reservation process again.

Q

I made the course payment and reservation, but would like to eat other things as well.

In the case of additionally ordering menu items outside of the course, please directly order from the restaurant staff

A during your visit. In this case, instead of payment specified online beforehand, please pay on the day of the event.

Q **Are there any charges beyond what is paid beforehand?**

A Course payment cannot be made on the day of the event. Payment for additionally ordered menu items, cover charges, and service charges may at times be made separately. These are all noted in the course details, so please be sure to confirm the course details.

About Cancellations and Changes after Reservation

Q **I made my reservation, but please tell me about the Cancellation Policies.**

A Cancellation Policies vary by restaurant. Please confirm the Cancellation Policies specified on the restaurant page.

Q **If I want to cancel, where on the website can I do so?**

A There is no link to a cancellation page at gurunavi.com. In the main body of the "Reservation Completion Email" there is a cancel link, so please cancel using the page accessed from that link.

Q **I would like to know when the deadline for cancellations is.**

A Cancellation Policies vary by restaurant. Please confirm the Cancellation Policies specified on the restaurant page.

Q **Should I cancel, will a cancellation fee be charged?**

A Being that the cancellation policies are decided by the restaurants, the dates for cancellation fees vary, so please confirm the Cancellation Policies on the restaurant page.

Q **If I exceed the cancellation deadline, how much is the cancellation fee?**

A Please understand that cancellations that exceed the deadline cannot be refunded.

Q **I settled my payment in advance and made my reservation, but received an email from the restaurant saying it was cancelled. What is the meaning of this?**

A According to restaurant circumstances, stock of ingredients, and other such conditions, the restaurant may determine it cannot meet customer expectations and thus submit a cancellation. In such case a full refund will be made to customers; we apologize for the inconvenience, but please consider a different course and restaurant.

Q **I made a cancellation before the deadline, but when will I be refunded?**

A The timing of refunds will vary according to the brand used. For further details, please enquire to the brand used for payment.

Q **The restaurant made a cancellation, so will I receive a refund?**

A Cancellations made due to restaurant circumstances will incur a refund in full, even beyond the cancellation deadline.

Q **I would like to change the course I reserved, but how should I do so?**

A Due to reasons relating to completing payment beforehand, we cannot accommodate changes to the contents reserved. If you would like to make changes to your reservation, we apologize for the inconvenience, however you must please cancel and make your reservation once again. In this case, please be warned that if you exceed the cancellation deadline specified by the restaurant cancellation fees will be charged.

Q I would like to change the number of guests to arrive at the restaurant, but how should I do so?

A Due to reasons relating to completing payment beforehand, we cannot accommodate changes to the contents reserved. Should you like to change the number of guests or course contents we apologize for the inconvenience, however you must please cancel and make your reservation once again. In this case, please be warned that if you exceed the cancellation deadline specified by the restaurant cancellation fees will be charged.

About Support after Restaurant Arrival

Q Upon arrival, how should I indicate that I have a reservation?

A After making your reservation a "Reservation Completion Email" will be delivered to the address provided, so please present this email to the restaurant upon arrival.

Q I may be late for the time reserved, but how long can the restaurant wait for me?

A The decided policies for tardiness vary among restaurants. Restaurants with certain policies for tardiness will have them noted in their course information, so please be sure to check.

Q Are there any charges beyond what is paid beforehand?

A Course payment cannot be made on the day of the event. Payment for additionally ordered menu items, cover charges, and service charges may at times be made separately. These are all noted in the course details, so please be sure to confirm the course details.

About Enquiries after Restaurant Arrival

Q If I arrive at the restaurant to be told I do not have a reservation, what should I do?

A Despite delivery of a reservation completion email, if you are without a reservation upon arrival to the restaurant an investigation of the circumstances will be necessary, so please select the appropriate circumstance on the survey page linked in the URL provided in the email delivered from gnavi.co.jp the following day.

Q Why am I being served course contents different than what I reserved?

A Due to ingredient stock and the season, changes may be made to portions after your reservation.

Other

Q I forgot something at the restaurant. Is there any way to confirm this?

A Please submit your enquiry using the restaurant's page.

Q Is there any way to know in advance if there are ingredients I cannot eat in the course I would like to reserve?

A Ingredients, preparation methods, and so on used in course cuisine are noted on the restaurant page's course details, so please be sure to confirm them there.

Q I cancelled within the deadline but have not received a refund. When will it be made?

A The timing of refunds will vary according to the brand used. For further details, please enquire to the brand used for payment.

Q The restaurant made a cancellation so I should receive a refund, however it has not come.

A An investigation of the circumstances will be necessary, so please select the appropriate circumstance on the survey page linked in the URL provided in the email delivered from gnavi.co.jp the following day. The timing of refunds varies according to the method of payment. For more details please make your enquiries to the payment brand used.

Q I do not know the way to the restaurant I reserved. How should I look it up?

A

You can confirm the way by the map on the restaurant page, so please be sure to check it.

Map >

Overview Menu Photo **Map**

Information


- Hours
10:00 - 22:00

Restaurant Detail

Restaurant Name
ぐるなびレストラン
Gurunavi Restaurant

Phone Number
03-0000-0000 (+81-3-0000-0000)
※Please note that inquiry by phone may only be available in Japanese.

GURUNAVI Reservation Support
Reservation Support (in English) >

Address

[Larger Map](#) [Print Preview](#)

Access
Subway Hibiya Line Hibiya Station 3-minute walk

Hours
10:00 - 22:00

Close
No fixed holiday

Related Info

After your meal
Continue your Journey in
TOKYO

With
LIVE JAPAN
This is all
the travel
information
you will need.

LIVE JAPAN TOKYO

Q

Can I make a reservation by proxy?

A

Before reservation we must confirm your identity, so we cannot accommodate reservation by proxy.

Q

There is a payment I have no recollection of; what should I do?

A

Your information may have been fraudulently used by a third party. Please confirm with the payment brand indicated on the invoice.

Q**I would like to know the system requirements for using GURUNAVI.****A**

GURUNAVI can be used by PC or smartphone. For details for the OS and browser please confirm here <https://corporate.gnavi.co.jp/en/agreement/webuse.html>.

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