

BOOKING AND GUEST POLICY

Effective 3.10.23

You can book a table up to two weeks in advance. Our reservation system is available:

Online: normaegypt.com

Phone: +201020604700 daily from 11.00 am – 11.00 pm

If you need to make same-day booking, please call our phone for enquires. If you book through our online system, you will receive an email confirmation.

For large parties of 12 or more, you may be asked for a deposit. Bookings for the Feasting or Corporate menus require at least 24-hour advance booking and a deposit of 50%. We are always happy to welcome large groups in our private dining room or the special designated area in the outdoor area.

We will keep your reservation on hold for 30 minutes. We may not be able to guarantee reservations or allocate your favourite table if you arrive later.

Large Tables

If your booking is for 8 guests or more, please discuss with a member of our team. We may be able to accommodate up to 10 guests in the private dining area or 12 guests or more in other restaurant areas. The restaurant reserves the right to seat large groups in multiple tables if unable to accommodate one large table.

Table Allocation

We will always do our best to accommodate our guests' special requests, however tables are allocated on arrival. Private Dining area is for diners only and can only be assigned for groups of 6 or more who have booked or visited for dining.

Cancellation Policy

If you need to cancel your booking, please notify us immediately. If you cancel your booking less than 24 hours in advance, or forget to cancel, we reserve the right to retain the deposit in cases of special arrangements or set menus.

Decorations & Celebration Cakes

We do not allow any party decorations in the restaurant such as balloons, banners, glitters. Should you wish to have a celebration cake, please call 24 hours prior to your reservation and we would be delighted to assist with arranging a choice of a cake. No food or drinks are allowed into the restaurant at any time.

Bar Seating and Beverage only Orders

We take reservations for both the restaurant and bar. For Beverage only guests, we have a minimum charge of EGP 200++ per person. Beverage only guests will be seated on special tables in the restaurant if they do not sit at the bar. We have a selection of desserts and snacks to add to selected beverages if you wish.

Dress Code

Our dress code is smart and elegant. Guests are asked to be respectful of the fact that some diners may be dressed for a special occasion.

Menus and Dietary Requirements

All our menus are available on our website: normaegypt.com. Should you have any specific requirement related to an allergy or intolerance please specify at the time of your booking. One of our team members will be delighted to discuss with you and assist with menu selection.

Children and Young age Policy

We welcome children of all ages only if accompanied by an adult. Please count children into the final party size. Unfortunately, we do not have a special children menu, but we will be delighted to recommend a choice from our al carte menu.

Alcohol Policy

We serve alcohol in the restaurant. Our team may refuse sale of alcohol under certain circumstances or request an ID if deemed necessary.

***Management reserves the right to refuse admission to the restaurant.**

***For any further enquiries, please feel free to discuss with one of our team members or email reservations@normaegypt.com**