

SOLLO

RESTAURANTE

CHEF DIEGO GALLEGOS

FAQ

Frequently Asked Questions

OPENING TIMES FOR DINERS:

Dinner from 19:30 to 22:30.

WHAT IS OUR PROPOSAL?

To experience the act of eating differently.

We accommodate 14 customers on winter days and 26 in summer, whom we offer our recommended dining experience, made up of 11 courses on average, divided into stages combining snacks, tapas, a sequence of themed dishes, desserts and sweet mignardises.

CAN I TAKE PHOTOS AND RECORD VIDEOS?

Yes, for your personal and private use only. Publication or authorisation is not permitted. We consider the element of surprise for our visitors to be very important, and to preserve that we ask for our wishes to be respected regarding the sharing of our work.

HOW LONG DOES A MEAL LAST?

Between 2.5 and 3 hours, depending also on the pace set by the customer. Furthermore, we recommend that smokers reach an agreement with the restaurant regarding when breaks will be taken.

THE MENUS MAY CONTAIN ALLERGENS:

Examples include gluten, shellfish (including molluscs and crustaceans), eggs, fish, nuts (including peanuts), celery, mustard, sesame seeds, soya, lactose, sulphites and lupin.

IF I HAVE CELIAC DISEASE OR AN ALLERGY OR INTOLERANCE TO ANY OF THE PRODUCTS OR I DISLIKE SPECIFIC INGREDIENTS, ARE THERE ANY ALTERNATIVES?

We must be informed of your request at the time the booking is made, either via the website or when we contact you. We will try to tend to your wishes as far as possible and adjust the menu to your needs.

I AM VEGETARIAN. DO YOU HAVE A MENU?

Unfortunately, we do not have a menu exclusively for vegetarians.

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ARE CHILDREN ALLOWED?

Children are allowed. We leave it in the hands of the parents to consider whether to bring children to dine. The experience lasts almost 3 hours, a period which usually tests the patience of youngsters. Beyond this, we do not have anything on the menu especially for them, but if you tell us with sufficient notice, we can prepare something that the child will like, subject to product availability.

IS WINE AND FOOD MATCHING ONLY AVAILABLE WITH THE SET MENU?

No. We have a menu with more than a hundred recommendations. You can choose whichever most appeals to you. We also provide non-alcoholic beverages.

WHAT HAPPENS IF I FAIL TO ATTEND ON THE DAY OF THE BOOKING OR IF I WANT TO CANCEL IT?

The €20 per diner paid at the time of booking will not be refunded. We advise you to consider the option of modifying the booking with a minimum of 48 hours' notice prior to the booking date.

CAN WE MODIFY THE BOOKING DATE, TIME AND/OR SERVICE?

Yes, if you do so with at least **FORTY-EIGHT HOURS'** notice prior to the date for which the booking was made. You must log into the booking system via our website using the same details that were provided with the confirmation of the initial booking. Here you can select the new date, time and/or service for the booking (which must always be during the same season), subject to availability.

CAN WE ADD MORE DINERS TO OUR BOOKING?

Yes, if you do so with at **least FORTY-EIGHT HOURS'** notice prior to the date for which the booking was made. You must log into the booking system via our website using the same details that were provided with the confirmation of the initial booking. The system allows you to add up to two additional diners. For more than two extra diners, it is necessary to contact the restaurant via e-mail or telephone.

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WHAT HAPPENS IF WE HAVE BOOKED FOR 4 PEOPLE, BUT IN THE END ONLY 2 OF US CAN ATTEND? (Reduce number of diners in the initial booking.)

A reduction in the number of diners as such is not permitted. If we are informed **FORTY-EIGHT HOURS** in advance, we give you the option to divide the booking. You must log into the booking system via our website using the same details that were provided with the confirmation of the initial booking.

In the example, the booking is processed for two diners on the date and time specified in the initial booking, and the whole payment for the original booking is maintained, so the new booking for the other two diners must be arranged by the client. The process for these two diners is the same as when the first booking was made, except that in this case the payment for this booking has already been made.

CAN TABLES BE PUSHED TOGETHER IF I MAKE SEPARATE BOOKINGS?

The nature of our tables allows us to join them, but this request should be made in advance by contacting Sollo Restaurante via telephone or e-mail, and will be granted subject to availability.

IS THE BOOKING PERSONAL AND NON-TRANSFERABLE?

No, when you make the booking you will obtain a code which simply has to match the one we have. As such, if you cannot attend, you can transfer the booking to whomever you wish, or, if desired, you can buy a gift voucher for friends and family.

IS IT IMPORTANT TO ARRIVE ON TIME?

Punctuality is essential.

The booking slots are devised to facilitate and optimise the service in the kitchen and dining room. It is very important that you arrive on time.

WHAT ABOUT THE SOLLO RESTAURANTE EXPERIENCE AS A GIFT?

You can buy the complete SR experience as a gift for someone else. For this you must complete the booking and select the voucher of your choice (we offer several options). The payment is made via the payment platform, and you will receive a confirmation of your purchase via e-mail. If desired, you may have the physical voucher delivered to the residential address of your choice, so that you can give it to the person in question.