



VENUE POLICY

ENTRANCE POLICY:

Our door policy ensures the highest level of safety for our guests and staff. Entrance to CLAP House is always at the discretion of management, who reserve the right to refuse entry without explanation.

We highly recommend making an advance reservation; however, this does not guarantee entrance.

For security and identification purposes, entry will not be granted to individuals with covered faces. Some events may have specific door policies, so please verify details when making a reservation.

CLAP House is committed to non-discrimination based on race, color, religion, gender, gender expression, age, national origin, disability, marital status, sexual orientation, or military status in any of our activities or operations.

DRESS CODE & APPEARANCE:

Summer and resort wear. Alternative dress codes may apply for special events.

We reserve the right to deny entry to guests who are inappropriately dressed. The following are not permitted:

- Clothing with offensive language, images, or slogans.
- Hen or stag party paraphernalia that may be deemed offensive. Groups of this nature are also not allowed in uniform outfits.
- Offensive prints.
- Glitter, body paint, or staining lotions.
- Guests not dressed for swimming will not be allowed in the pool.
- Topless sunbathing is prohibited.
- In the dining and bar areas, shoes, cover-ups, and shirts with sleeves for men are required (no dining in swimwear).

AGE POLICY:

We welcome families with children in the restaurant area and at our family friendly pool areas.

Special events may have an 18+ age policy.

All minors must be accompanied by a parent at all times.

A valid, government-issued ID is required for entry. You may be asked to present it by CLAP House staff, management, or security at any time while inside the venue. Refusal to present ID may result in denied entry or removal from the venue.

POOL USE POLICY / ADULTS-ONLY AREAS:

- Our pool area (and VIP area where relevant) is for adults only; children under 18 are not allowed in the pool.
- No glassware is allowed in the pool area.
- Guests cannot bring outside pool paraphernalia (floaties, noodles, etc.).

PET POLICY:

- We welcome small, well-behaved dogs.
- Pets must be on a leash, stay close to your seat, and clear of walkways.
- Pets may not be fed from restaurant dishes.
- Pets are only allowed when carried in a bag, arms, or sat on a lap (unless a service dog).
- If a pet appears distressed, CLAP House staff and management reserve the right to ask the guest to leave the venue and remove the pet.
- Service animals are allowed on the property when required due to a disability, provided the task the animal performs is disclosed to staff.

OTHER:

- Outside food and beverages are not allowed in the venue.
- Security reserves the right to check all bags before entry.
- Original identification must be presented upon request by staff/management/security.
- Management is not responsible for lost personal items.
- Valet and parking are not responsible for items left in cars.
- Outside décor is not allowed without prior written approval from CLAP House staff.
- No personal speakers or loud music from phones are allowed.
- Guests caught with illegal drugs or substances will be immediately removed.
- No weapons or objects that can harm others are permitted.
- Inappropriate behavior towards staff or other guests will not be tolerated.

PHOTOS/VIDEOS:

Photography and videography may be restricted. Staff may ask you to stop photographing or filming; refusal to comply will result in removal from the venue.

For any questions about our door policy, please email us at ibiza@claprestaurant.com



CANCELLATION POLICY

CONFIRMATION & ARRIVAL TIME:

All reservations require confirmation one day prior to your booking. In the event of a delay, please contact the restaurant so that we can try our best to accommodate you. Your table will be held for up to 20 minutes from the reserved time, after which the booking will be released.

Walk-in guests are welcome to join us at the bar for drinks and nibbles. Tables are reserved for full dining only. Dining reservations do not include poolside beds and access to the pool.

We operate a door policy that ensures maximum safety for our guests and staff.

Entrance to CLAP House is always subject to management's discretion and the management reserves the right to refuse entry without any explanation.

BED PRICES SUMMER 24

WEEKDAYS:

- Single Sun Lounger: €80.00 [includes €50 F&B credit] for 1 person
- Sunbed Double: €250.00 [includes €200 F&B credit] for 3 people
- Floating Deck Beds: €300.00 [includes €250 F&B credit] for 3 people
- Cabanas: €350.00 [includes €250 F&B credit] for 4 people
- VIP Cabanas: €550.00 [includes €450 F&B credit] for 6 people
- Lounge: €600.00 [includes €550 F&B credit] for 8 people

WEEKENDS:

- Single Sun Lounger: €100.00 [includes €70 F&B credit] for 1 person
- Sunbed Double: €300.00 [includes €200 F&B credit] for 3 people
- Floating Deck Beds: €350.00 [includes €250 F&B credit] for 3 people
- Cabanas: €450.00 [includes €350 F&B credit] for 4 people
- VIP Cabanas: €650.00 [includes €550 F&B credit] for 6 people
- Lounge: €900.00 [includes €750 F&B credit] for 8 people

All bed packages include complimentary towels and parasols. This cost is added to your final bill. No specific pool beds can be guaranteed ahead of arrival. Day pool access and beds are available until 2pm from the reserved time.

RETURN & CLOSING TIME

Tables are reserved for:

- 2-5 people: 2 hours
- 6-7 people: 2.5 hours
- 8 people or more: 3 hours

Complimentary valet parking is available at the venue. Subject to availability.

In the event of severe weather conditions, we reserve the right to allocate or move your party to a more suitable space.

Cancellation Policy

All reservations require card details and are subject to a 24-hour cancellation policy. If a restaurant reservation is canceled less than 24 hours in advance, a fee of €50 per person will be charged to the card provided. Pool reservations canceled with less than 24 hours' notice are non-refundable. In the event of bad weather, a credit voucher will be issued.

Should you have any further inquiries or would like to make any changes, please do not hesitate to contact our team on +34 616 45 04 53.