

Complexity Wine Reservation Policy

Effective 1/28/2021

To assist us in maintaining a consistently high level of service for our customers, we are implementing a new reservation policy.

Online reservations can be made for parties of 4 or less, to make a reservation for parties of 5 or more, please call 661 577 4141 or email kirstin.complexitywine@gmail.com so we can arrange the tables appropriately to maintain distance regulations.

Due to the current public health conditions and limited seating, we now request a credit card hold for all reservations of 5 or more guests. If you are unable to make your reservation, we kindly ask that you call and cancel at least 30 minutes prior to the table reservation time. Any reservations that do not meet the 30-minute cancellation requirement may be charged in the event we are unable to fill the seats, and any reservation that results in a no-show, will be charged \$25 per person.

We apologize for the inconvenience; however, due to our limited seating and multiple no-shows, we have found it necessary to put this policy in place. We pride ourselves on the quality of our service and unfortunately, we recently have turned away many customers while trying to honor placed reservations that did not show.

As a courtesy, we will only hold reservations 10 minutes past the scheduled time, after which your table will be offered to a wait-listed guest. If you know you will be later than the 10-minute window please call and we will try our best to accommodate you. We thank you for your understanding.