

· THELL ·

Frequently Given Answers

Kitchen Opening Hours

Our kitchen is open 365 days a year

– including all public holidays, Christmas Eve and New Year's Eve.

Daily from 5:00 PM until midnight

Last Order: 11:45 PM

Payment Terms & Reservations

1. Group & Corporate Bookings

For groups of any size: we offer à la carte dining whenever availability allows. Set menus are not mandatory but are recommended for larger parties to ensure a smooth flow of service.

Please confirm your final number of guests one day before the event – regardless of whether you've chosen à la carte or a menu.

Payment options:

- by bank transfer (after receiving the final invoice)
- by credit or debit card on site
- cash at the venue (by arrangement)

Upon request, we provide deposit and final invoices by email. Corporate clients may also settle payment by bank transfer after the event, provided the invoice is signed on the evening by a responsible representative.

2. Seasonal & Event Menus (Spring, Summer, Autumn, Winter)

Our seasonal menus are updated regularly.

Reservations are only valid once confirmed by our team.

For groups of ten or more guests, we kindly ask for a deposit of 30% of the total menu value to secure the reservation. For Christmas menus, the deposit is 50%.

Cancellations made up to seven days before the event will receive a full credit of the deposit. For Christmas events, cancellations up to 14 days in advance will be fully credited. After these deadlines, the deposit will be retained as a cancellation fee.

3. Christmas Holidays (24–26 December)

On these days we serve a festive Christmas menu only.

Full prepayment by bank transfer is required to confirm your reservation.

Once payment is received, the booking becomes binding.

Seats are limited – please book early.

Cancellation policy:

- until 17 November: 90% refund
- until 8 December: 75% refund
- until 15 December: 50% refund
- from 16 December: no refund, but transfer of reservation and a 50% value voucher are possible

These conditions are considered accepted upon reservation and payment.

4. New Year's Eve Dinner (31 December)

The New Year's Eve gala menu also requires full prepayment.

Once payment is received, the reservation is binding.

The evening begins with an aperitif and an amuse-bouche, followed by a multi-course menu with optional wine pairing.

Cancellation policy:

- until 24 November: 90% refund
- until 15 December: 75% refund
- until 22 December: 50% refund
- from 23 December: no refund, but transfer of reservation and a 50% value voucher are possible

These conditions are considered accepted upon reservation and payment.

Dining & Celebration FAQs

5. Can we order à la carte?

À la carte dining is available for up to 20 guests outside of peak hours.

For larger groups, please contact us – we're happy to coordinate an appropriate time slot.

If you choose a menu, your table will be reserved for the entire evening.

After dinner, we warmly invite you to continue the night at our bar.

6. Can we bring our own wine or champagne?

Yes, of course.

A corkage fee applies, which we'll communicate transparently in advance.

7. How do you celebrate birthdays at THELL?

Birthdays are always a reason to celebrate here.

We love to surprise our birthday guests with a little treat from the kitchen – just let us know when you arrive.

Dessert platters with sparklers can be ordered spontaneously, and house-made birthday cakes are available on request (please order 3 days in advance). If you prefer to bring your own cake, that's absolutely fine – a cake service fee of € 20 applies, which includes plates, sparklers, and cutlery.

8. Can we book music or a DJ for our event?

Absolutely – we'll gladly organize experienced DJs or musicians to create the perfect atmosphere for your celebration.

9. Do you provide technical equipment?

Microphones are available upon request.

Additional equipment (such as speakers, mixers, or screens) can be arranged by agreement.

Each area of the restaurant has its own acoustic control, ensuring the ideal mood throughout.

10. Can we arrange decorations or flowers?

Yes, gladly.

We can organize floral decorations at fair prices – just let us know your

budget.

Of course, you're also welcome to decorate the tables yourself.

11. Do you offer anything special for birthdays?

We offer dessert platters and house-made cakes, available seasonally (please order 3 days in advance).

Dessert platters can also be ordered spontaneously.

And we love to surprise our birthday guests with a little gift from the house.

12. Do you offer vegan or vegetarian menus?

Of course – and on request also gluten- or lactose-free.

Please let us know when making your reservation.

13. Is there parking nearby?

There are short-term parking zones around THELL, but we do not have private parking spaces.

14. Is there a bar for drinks after dinner?

Yes – our bar is open from 5 PM until late at night.

Our kitchen serves the full menu until midnight (last order: 11:45 PM).

15. Private Dining Rooms

For special occasions, we offer two exclusive rooms:

- Private Room I for up to 22 guests
- Private Room II for up to 75 guests

Both can be customized in style and equipped with technical facilities.

16. How can we reach you?

By phone or email:

 +43 1 587 06 72

 hallo@thell.restaurant

Our team is available daily from 1 PM.

An automatic reminder is sent on the day of your reservation.

Legal & Organisational Information

17. Cancellations & No-Shows

Cancellations for prepaid menus must be made in writing and in good time. In case of no-shows without notice, we reserve the right to charge the full menu price if the table cannot be rebooked.

18. Allergies & Intolerances

Please inform us in advance – our kitchen team will gladly prepare individual alternatives.

Allergen labeling complies with the EU Food Information Regulation (EU 1169/2011).

19. Data Protection & Photography

During events, photos or videos may be taken to capture the atmosphere.

If you prefer not to be photographed, simply let our team know.

Privacy policy: thell.restaurant/datenschutz

20. Gift Vouchers

Our vouchers are available online only and valid for two years.

They can be purchased and redeemed digitally.

21. Pets

Well-behaved dogs are welcome throughout the restaurant.

Water and treats are, of course, on the house.

22. Dress Code

No dress code – style is always welcome.

Whether elegant, casual, or with your own flair – what matters is that you feel comfortable.

23. Smoking Area

Smoking is not permitted indoors.

Guests may smoke outside on the terrace, which is unheated and uncovered.

24. Children

THELL is not a classic family restaurant.

Children are welcome, but please note that no highchairs are available.

Warm regards from THELL

Restaurant & Bar · Vienna

Your Host Team