

Terms and Conditions – Sakura Sushi

Registered address: Nieuwstraat 13, 3441 EA Woerden, The Netherlands

Chamber of Commerce (KvK): 59314354

VAT number: NL853417969B01

Phone: +31 348 784077

Email: info@sakurasushi.nl

Article 1 – General

1. These terms and conditions apply to all offers, orders, and agreements of Sakura Sushi, located at Nieuwstraat 13, 3441 EA Woerden, The Netherlands, registered with the Chamber of Commerce under number 59314354.
2. By placing an order, the customer agrees to these terms and conditions.
3. Any deviations from these terms are only valid if expressly agreed upon in writing.

Article 2 – Opening Hours

1. Sakura Sushi is closed on Mondays, with the exception of certain public holidays (please refer to our website for current exceptions).
2. Sakura Sushi is open from Tuesday to Sunday.
3. Pickup hours are from 15:00 PM to 21:30 PM
4. Delivery hours are from 17:00 PM to 21:00 PM.
5. Sakura Sushi reserves the right to temporarily adjust opening hours, for example in the event of holidays, force majeure, or special circumstances.

Article 3 – Orders

1. Orders can be placed via the website at the store, by phone, or through external ordering platforms.
2. After placing an order, the customer will receive a confirmation.
3. Sakura Sushi reserves the right to refuse or cancel orders in case of force majeure, obvious errors, or incorrect information.

Article 4 – Prices and Payment

1. All prices include VAT unless stated otherwise.
2. Payment for pickup orders can be made via iDEAL, debit card, or cash.
3. Online delivery orders must be paid in advance via iDEAL.
4. Online delivery orders will only be processed after successful payment.
5. Telephone delivery orders must be paid in cash upon delivery.

Article 5 – Minimum Order Amount

1. A minimum order amount of €15.00 applies to delivery orders.
2. Orders below this amount cannot be delivered but may be collected.

Article 6 – Delivery Costs

1. A delivery fee of €2.00 is charged per order.
2. For orders with a total value of €200.00 or more, delivery is free. Alternatively, Sakura Sushi may provide compensation in the form of complimentary items (e.g. items #401 to #403 on the menu).

Article 7 – Pickup

1. Orders must be collected on time.
2. The customer must check their order immediately upon receiving and report any inaccuracies immediately.
3. If customer does not show up on time Sakura Sushi will make up to 3 call attempts after an hour of the agreed time.
4. If customer responds within 1 hour after the last contact attempt, we will save the pickup for the customer.
5. Sakura Sushi is not responsible for any loss of product quality resulting from delayed pickup, including but not limited to cooling of hot items, drying out of sushi, or changes in texture (such as products becoming tough).
6. Failure to collect without any phone calls from the customer may result in refusal of future orders.
7. If the order has already been made and payment has been fulfilled, Sakura Sushi reserves the right to withhold at least 70% of the payment of the order.

Article 8 – Delivery

1. Delivery times provided are indicative and do not constitute a strict deadline.
2. Delivery is made to the address provided by the customer. The customer is responsible for providing accurate and complete address details.
3. Orders will not be left at the door in the absence of the customer, nor will they be delivered to neighboring addresses.
4. If delivery is not possible due to incorrect or incomplete address information, costs may be charged to the customer.
5. Address changes must be communicated as soon as possible by phone.
6. If the customer is not available at the time of delivery or the address is incorrect, Sakura Sushi will attempt to contact the customer by phone up to three (3) times.
7. If the customer responds within one (1) hour after the last contact attempt, a new delivery attempt may be made, provided it falls within delivery hours.
8. If delivery is still not possible, the customer may collect the order at our location.
9. If the customer chooses not to collect the order, Sakura Sushi reserves the right to retain the full order amount, including delivery costs.
10. The customer must check the order upon receipt and report any inaccuracies immediately.
11. Sakura Sushi is not responsible for any loss of product quality resulting from a delayed delivery due to an incorrect address, including but not limited to cooling of hot items, drying out of sushi, or changes in texture (such as products becoming tough).

Article 9 – Extra delivery free of charge

1. The customer may place an additional order within two (2) hours following delivery and within opening hours, in connection with a previous order.
2. No additional delivery costs will be charged for such additional orders, provided delivery is made to the same address.
3. This arrangement is valid only on the same day and may be used once per original order.
4. Sakura Sushi reserves the right to reasonably assess the content and scope of additional orders.
5. Abuse of this arrangement may result in refusal of additional or future orders.

Article 9 – Cancellation and Changes

1. Cancellation is only possible if the order has not yet entered preparation.
2. Once preparation of the order has started, cancellation and refunds are excluded.
3. Changes must be communicated as soon as possible by phone.

Article 10 – Right of Withdrawal

1. Due to the nature of the products (perishable food items), the right of withdrawal is excluded in accordance with Article 6:230p of the Dutch Civil Code.

Article 11 – Allergens and Dietary Requirements

1. Sakura Sushi makes every effort to accommodate allergies and dietary requirements.
2. However, cross-contamination cannot be completely ruled out.
3. The customer is responsible for clearly communicating any allergies in advance.

Article 12 – Liability

1. Sakura Sushi is not liable for indirect damages, including consequential damages, loss of profit, or immaterial damages.
2. Except in cases of intent or gross negligence, liability is limited to the amount of the order.
3. Complaints must be submitted within 24 hours after receipt of the order, clearly and fully described.

Article 13 – Force Majeure

1. In cases of force majeure, including but not limited to system failures, illness, extreme workload, or other unforeseen circumstances, Sakura Sushi reserves the right to cancel or modify orders without liability.

Article 14 – Privacy

1. Sakura Sushi processes personal data in accordance with the General Data Protection Regulation (GDPR).
2. Further information is available in our privacy policy, which can be accessed via our website or provided upon request.

Article 15 – Governing Law

These terms and conditions and all agreements are governed exclusively by Dutch law.

Article 16 – Amendments

Sakura Sushi reserves the right to amend these terms and conditions.
The most recent version is always available on the website.

Privacy Policy – Sakura Sushi

Registered address: Nieuwstraat 13, 3441 EA Woerden, The Netherlands

Email: info@sakurasushi.nl

Phone: +31 348 784077

Article 1 – Data Controller

1. Sakura Sushi, located at Nieuwstraat 13, 3441 EA Woerden, The Netherlands, is responsible for the processing of personal data as described in this Privacy Policy.

Article 2 – Personal Data We Process

1. Sakura Sushi processes personal data of customers and website visitors when using our services. This may include:

Name

Email address

Phone number

Order details

Payment details (if applicable)

IP address (when using the website)

Article 3 – Purposes and Legal Bases for Processing

1. We process personal data for the following purposes:

Processing and delivering orders

Contacting you regarding your order

Handling payments

Improving our services

Sending newsletters (only with prior consent)

Complying with legal obligations

The processing of personal data is based on the following legal grounds:

Performance of a contract

Legal obligation

Consent of the data subject

Legitimate interest, such as improving our services and business operations

Article 4 – Data Retention

1. Sakura Sushi does not retain personal data longer than necessary for the purposes for which it was collected, unless a longer retention period is required by law (e.g. tax regulations).

Article 5 – Sharing Personal Data with Third Parties

1. Sakura Sushi only shares personal data with third parties when necessary for the execution of the agreement or to comply with legal obligations.

This may include:

Payment service providers

Hosting providers

Order and POS systems

External ordering platforms

Government authorities when required by law

2. We conclude data processing agreements with parties that process personal data on our behalf to ensure an appropriate level of security and confidentiality.

Article 6 – Cookies

1. Our website uses functional and, where applicable, analytical cookies to ensure proper functioning and improve user experience.
2. We request prior consent for the use of non-essential cookies.
3. Users can disable cookies via their browser settings.

Article 7 – Your Rights

1. You have the right to:
Access your personal data
Correct inaccurate data
Request deletion of your data
Restrict processing
Object to processing
Request data portability
Withdraw previously given consent
2. Requests can be submitted via the contact details provided in Article 1.

Article 8 – Security

1. Sakura Sushi takes appropriate technical and organizational measures to protect personal data against loss, misuse, and unauthorized access.
2. These measures include, among others, secure connections (SSL) and restricted access to personal data.

Article 9 – Complaints

1. If you believe that your personal data is being processed in violation of applicable laws, we kindly ask you to contact Sakura Sushi first.
2. You also have the right to lodge a complaint with the relevant supervisory authority, such as the Dutch Data Protection Authority (Autoriteit Persoonsgegevens).

Article 10 – Changes

Sakura Sushi reserves the right to amend this Privacy Policy.
The most current version will always be available on our website.

Article 11 – Last updated

Last updated: April 2026