



Sacha Korte <sachakorte2@gmail.com>

[Pocket Concierge] Confirmation of your reservation at Isana [細小魚 (いさな)]

Pocket Concierge <no-reply@pocketconcierge.americanexpress.com>
Aan: sachakorte2@gmail.com

6 september 2026 om 19:03

**Dear Sacha Korte,**

Thank you very much for choosing Pocket Concierge.

We are pleased to confirm that your reservation request has been successfully completed.

We recommend retaining this email for your records.

If you need any further assistance or would like to book more restaurants, please do not hesitate to contact us via guest@pocketconcierge.americanexpress.com

Reserved restaurant

Name of restaurant: Isana [細小魚 (いさな)]

Address: 1F, 1-11-6, Nishiazabu, Minato-ku, Tokyo

How to locate [your restaurant](#)

Tel: 03-6434-9194

Details of your reservation

Date and time: 12/03 19:00

Number of guests: 4 people

Course: Sake Pairing Course(¥26,620)

Seating option: Counter

Number of visits: First time

Inquiries:

Receipt name:

Your Information

Reservation made by: Sacha Korte

Visitor: Yourself

Visitor Information

Name: Sacha Korte

Email address: sachakorte2@gmail.com

Telephone number: +31 636364674

Allergy information: 1 adult is mildly allergic to pine nuts (松の実)

The next steps

One day prior to your reservation:

An emailed reminder will be sent to you with the restaurant information at around 12 noon on the day before you are due to visit the restaurant.

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On the day of your reservation:

Please try to arrive on time to ensure that the restaurant can provide their best possible levels of service.

We all hope that you will enjoy your fine dining experience.

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After your meal:

Depending on the restaurant you have booked, you may be required to pay for any additional orders made while dining before leaving the restaurant. For further information, please be sure to check the "Requests from your restaurant" section of the confirmation email which will be sent when making your reservation. Please do not hesitate to contact us if you have any questions as our concierge team will be more than happy to help.

Reservation changes / Inquiries/ Cancellation

Regarding your upcoming reservation (confirm, change, or cancel) or any questions regarding restaurant services, please kindly access "Your Reservations" and select "Reservation Details" for the reservation that you wish to inquire about and click on "Changes / Inquiries" to submit your inquiry.

[Click here to request a change](#)

[Click here to request a cancellation](#)

※ In the case of cancellation or a change to your reservation after 6pm the day before your visit, please contact the restaurant directly.

※ Please check "Requests from your restaurant" for their cancellation policy. Also please note that cancellation fees may apply depending on the timing of your inquiry.

※ Please check "Your Reservations" for the latest reservation information.

Requests from your restaurant

Please read through any notices below from your restaurant in order for them to provide you the best possible service:

■ For information regarding our cancellation policy, please click [here](#).

■ It takes about 2.5 hours to serve the dishes,
Please be aware of this in advance and allow plenty of time for your visit.

■ We do not offer gluten-free, vegetarian or vegan menus. As the restaurant purchases all natural ingredients in bulk according to the number of people booking that day, if there is an ingredient you do not like, we will not provide individual substitutions or refunds.

Also if you have any allergies, multiple food dislikes, we reserve the right to refuse your booking, depending on the severity of those. Thank you for your understanding.

■ Please be sure to arrive at the restaurant on time for your reservation. If you arrive more than 30 minutes late, you may be denied entry to the restaurant. In such cases, we may not be able to offer you a seat due to full occupancy. We thank you in advance for your understanding.

■ The availability of an English version of this page does not guarantee that the restaurant can provide

services in English unless otherwise stated. Please be aware that, even if stated, there may still be days when English speaking staff are unavailable.

■ Photography is allowed as long as guests do not disturb other customers in the restaurant.

■ Dress code: smart casual.

■ The restaurant is open to children of primary school age and above who are able to eat the same courses as adults.

■ About the food and pairings

We will serve the course you have reserved.

We are unable to accommodate the following on the day of your reservation, so please indicate in the "Requests" column in advance.

Change of ingredients or pairing details

About calls from your restaurant

Under certain circumstances, the restaurant may need to call you regarding the reservation. While this is not a common occurrence, we appreciate your understanding should you receive such a call.

※ This email is being sent to inform you that your reservation has been successfully completed. Please do not reply directly to this email as the account is only for automated notifications. Should you need to contact Pocket Concierge, please do so via our website.

※ Payment for your course(s) has been charged to your registered credit card. Should you need to cancel your reservation, refunds will be dependent on the restaurant cancellation policy.

※ If you have received this email in error or would like to contact us directly, please use [the Pocket Concierge website](#).

The latest information is on [Official Facebook Page](#) and [Official Instagram](#).

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