

GUEST BOOKING POLICY

Please take note of the following



CANCELLATIONS

Should you cancel/ confirm final guest numbers for your booking no later than 48 hours beforehand, we will gladly refund the full deposit/deposit per person not able to attend. Please note reserved tables are held for an hour after reservation time, should guests arrive later they will forfeit their booking.



PHOTOGRAPHY

Please enjoy taking photographs of our beautiful estate, however please refrain from any flash photography.



BYO (BRING YOUR OWN)

Regrettably, we do not allow customers to bring their own wine, beverage or spirits.



RESERVATIONS: DEPOSIT

We do require a deposit of R300.00 per person for groups larger than 8 guests to secure your reservation. Deposit paid at the time of booking, 7 Days prior to reservation date. All credit card transactions are processed through a 3rd party secure payment gateway. Your credit card details are not seen or stored by us.



SEATING PREFERENCE

Please note that while we do our best to accommodate seating preferences, seating cannot be guaranteed and is allocated at the discretion of our operational team. Arrangements may be changed at short notice based on reservations and operational requirements.



CHILD POLICY

Regrettably, our winery experience does not cater to a child audience.



DÉCOR

Our décor is an integral part of your winery experience and therefore we would prefer not to display any celebratory collateral within the venue i.e. balloons, banners, confetti, etc.



DOGS

Your friendly dog is welcome. Please ensure that they remain on a lead.



DINNER SEATING POLICY

To ensure the highest quality of service and to maintain our exceptional standards, we kindly request that all dinner guests are seated promptly at their reserved time. Should you wish to enjoy pre-dinner drinks, we invite you to arrive early and relax in our designated lounge areas. However, it is essential that you are seated at the allocated time to ensure a seamless dining experience for all guests. Late arrivals may affect the flow of service, and we cannot guarantee the full dining experience for delayed seatings.



BILLS

We will not accept split bills. All invoices should be settled by a maximum of 5 card transactions.