

## GUEST BOOKING POLICY

*Please take note of the following*



### CANCELLATIONS

Should you cancel/ confirm final guest numbers for your booking no later than 72 hours prior to arrival, 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

For groups larger than eight, a deposit is required at the time of booking – R380 per person for the Tasting Room and R400 per person for the Restaurant. Deposits must be paid at least five days before the reservation date, or the booking will be cancelled. All credit card transactions are securely processed through a third-party payment gateway, and we do not see or store your card details.



### CHILD POLICY

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



### BILLS

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



### SEATING PREFERENCE

We will gladly note your seating preference; however, specific tables cannot be guaranteed and are allocated at the discretion of our team based on availability and operational requirements.



### DOGS

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



### SEATING POLICY: TIME

This seating policy applies to lunch, dinner, and tasting room guests. For dinner, guests have the option to enjoy pre-dinner drinks. To maintain our exceptional standards and ensure the highest quality of service, we kindly request that all guests be seated promptly at their reserved time. If you wish to enjoy pre-dinner drinks, we invite you to arrive early and relax in our designated lounge areas. Timely seating is essential for a seamless experience, and late arrivals may impact service flow. Unfortunately, we cannot guarantee the full experience for delayed seatings.



### ARRIVAL & ACCESS

We accommodate vehicles no larger than Sprinter-sized buses due to access limitations. However, 52-seater coaches can be accommodated by appointment only via our delivery entrance. To ensure a smooth arrival, detailed access instructions can be provided upon request.



### 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.