

## 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.



### 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.



### MINIMUM HEAD SPEND

For the Tasting Room and for parties larger than 8 guests, we require a minimum head spend and deposit. This is costed on our least expensive tasting: Players Tasting, half a Cheese board, per person. This cost excludes a 12% gratuity. However, guests are welcome to make use of the amount towards any food and beverages on the estate (Tastings, glasses of wine, bottles, merchandise) Unused funds are non-refundable.



### PHOTOGRAPHY

You are more than welcome to come through to the winery to take some photographs for special occasions. Kindly let us know of your preferred arrival time and we will make a photography booking for you.

**Policy:** We charge R500.00 for taking photographs at our estate. Our winery closes at 17h00. Should there still be guests on the terrace we might be able to assist past 17h00, although there is no guarantee. You are welcome to take pictures inside the building and on the terrace as long as it does not interrupt our other guests. No guests may be asked to move from an area or not enter an area due to the shoot. No flash photography around other guests please. No cars to be parked to block entrances or mobility.



### 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.



### SEATING POLICY

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.



### CHILD POLICY

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

## GUEST BOOKING POLICY

*Please take note of the following*



### BILLS

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



### BYO (BRING YOUR OWN)

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



### 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.



### DOGS

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



### 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.



### CAKEAGE

You are welcome to bring in your own cake. Our kitchen team will gladly slice it up and plate it after the candles are blown out. For Restaurant R40.00 per slice and Tasting Room R150.00 per cake.