

Guest Policy

True to the spirit of Ernie Els Wines, we welcome every visitor as a guest in our home. Our Guest Policy reflects the same care and generosity that define our wines, creating a respectful and enjoyable experience for all. By following these guidelines, you help us preserve the relaxed atmosphere, exceptional service and memorable moments that make a visit to our Helderberg winery so special.

RESERVATIONS: DEPOSIT

For groups eight or larger and on Public Holidays/special occasion dates, 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 or **8 guests or more**, we require a minimum head spend and deposit. This is costed on our least expensive Players Tasting and a Cheese/Charcuterie plate, per person. **This cost excludes a 15% 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 a shoot. No flash photography around out other guests please. No cars to be parked to block entrances or mobility.



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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.

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.

SEATING PREFERENCE & BOOKING TIMES

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.

To ensure a seamless dining experience for all our guests, we kindly ask that you adhere to your reserved time slot. Each table is allocated a set duration, after which it may be rebooked.

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.

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.



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BILLS

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

CAKEAGE

You are welcome to bring in your own cake. Our kitchen team will gladly slice it up & plate it after the candles are blown out.

Restaurant: R40/per slice

Tasting Room: R150/per cake

Chilli Shed: R150/per cake

BYO (BRING YOUR OWN)

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

CHILD POLICY

Regrettably, our winery experience does not cater to children, and we do not permit guests under the age of 12.

DOGS

To ensure comfort and hygiene for all guests, pets are only allowed with prior written arrangement and must remain calm, on a lead, and under control at all times. Thank you for helping us maintain an enjoyable experience for everyone.

NOISE DISTURBANCE

To ensure a serene and enjoyable atmosphere for all, we kindly request that guests refrain from playing music or voice notes from personal devices, taking calls, or engaging in any activity that may disturb fellow guests during their visit. Should this courtesy not be observed, our team reserves the right to respectfully request that the guest leave the dining room.

ENGAGEMENTS & PROPOSALS

While we are honoured that you would like to celebrate your proposal with us, please note that we do not allow or assist with engagements or planned proposals in any capacity. This includes allocating specific areas, coordinating guest movement, accommodating photographers, or facilitating gatherings around the proposal.



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If a proposal were to occur spontaneously on the terrace, we would not intervene; however, we are unable to facilitate, plan, or knowingly host bookings intended for proposals.

Please also note that we do not allow any set-ups, décor, or anything that falls outside of or goes against our general booking policy.