

TERMS & CONDITIONS- SIT DOWN

COVID-19 PROTOCOLS

- We will required the Names, Surnames, ID numbers and Mobile numbers of your guests 24 hours prior to arrival.
- We have hand sanitizing facilities for guests, which you will be required to utilize upon entry into the restaurant.
- Wearing of cloth face masks or face shields is a legislated requirement for all South Africans. Our staff will be wearing a cloth mask or face shield at all times.
- You will be required to wear a mask on entry to the restaurant, during your meal you will not be expected to wear your mask, but should you leave the table for whatever reason you will be required to place your mask on.
- We will provide hand sanitisers on the table which you are welcome to use at your discretion.
- In order to minimise staff contact with guests we will not be explaining dishes and/or wines, these descriptions will be emailed to you prior to your reservation which you are more than welcome to refer to at the table. No menu's will be printed either.
- Due to the strict physical distancing practices we have put in place in our kitchen, our restaurant is operating with a very limited number of staff which means that we have had to rationalise our menu to optimise our speed of service.
- Staff wash and sanitise their hands for 20 seconds at least every 20 minutes.
- To ensure social distancing is maintained, we will only be serving a maximum of 14 guests per night. Guests will be required to vacate the premises by 9pm at the latest in order to ensure that our staff are able to clean the restaurant and return home before the 10pm curfew.
- We will allow a BYO option, however due to the alcohol restrictions and the transportation thereof, we will require guests to sign a form indemnifying the restaurant if you wish to bring your own.
- We reserve the right to open the doors to the restaurant at any given time to create airflow in keeping with COVID-19 recommendations.
- Payment will be required through EFT 48 hours prior to your reservation in order to accommodate for contactless payment and to secure your reservation.
- **We require a minimum amount of guests in order to open the restaurant for an evening dinner. If by midday of the day prior to the reservation we are not at 50% of our COVID-19 specified numbers (14 guests per night) we reserve the right to postpone your reservation.**

RESERVATIONS:

- Reservations can be made via telephone on 082 422 8158 or via email at bookings@estestalea.co.za.
- Reservations can be made in advance. Pre-payment is required 48 hours in advance to secure your reservation.
- Reservations can only be made 30 days in advance of the date.

- Increase in guest numbers is subject to availability. If we are fully booked we will not be able to accommodate the increase in guest numbers.
- **We require a minimum amount of guests in order to open the restaurant for an evening dinner. If by midday of the day prior to the reservation we are not at 50% of our COVID-19 specified numbers (14 guests per night) we reserve the right to postpone your reservation.**
- Cancellation needs to be provided by 11am on the day prior to the reservation, no shows on the night of the reservation will be charged at the quoted menu price.
- In the case of a late cancellation or no notification of alteration by the guest or a no show, the full amount per cancelled or absent guest will be held. This is at the sole discretion of Management.
- NO exceptions will be made.

OPERATING HOURS AND SEATING ARRANGEMENTS:

- We are open for dinner Wednesday to Saturday evening.
- Doors open at 18h00, with the first course served at 18h30.
- Late arrivals will be accommodated until 18h30 on the evening. We will not be able to accommodate a dinner starting after that due to curfew regulations.
- Diners will be expected to vacate the restaurant by 21h00 due to curfew regulations.
- There will only be 14 seats available on an evening, to accommodate for social distancing regulations.

MENUS AND WINE PAIRING:

- 2 Menu options will be available
 - **4 Course Menu @ R495** (one large bottle of water per person included on the table)
 - **6 Course Menu @ R695** (one large bottle of water per person included on the table)
- **Wine pairing options are as follows:**
 - 4 Course - **R300**
 - 6 Course - **R450**
- Menu selection and wine pairing will need to be provided 48 hours in advance (with proof of payment). It should be noted that we procure ingredients the day prior to the reservation and prepare everything on the day of the reservation to ensure freshness of the ingredients and also to minimise delivery traffic in and out of the restaurant in line with COVID-19 protocols.
- **All guests on the table will need to select the same menu option**, to minimise interaction with the table in keeping with COVID-19 regulations.
- Full menu and wine pairing descriptions will be provided to reservations, no menu's will be provided in the restaurant. Dishes and wines will not be explained at the tables to minimise interaction.
- Ingredients and wines subject to availability.

DIETARY REQUIREMENTS

- We have vegetarian and meat based menus for both our 4 course and 6 course available
- If you have a seafood or nut allergy, it is recommended you inform us, in order for us to ensure your dishes are prepared separately.
- We will not be able to cater for vegans, gluten or lactose intolerances or any other personal preferences in food, and therefore will not be able to remove any component on dishes.
- Dishes will not be changed during service on the evening as we prepare the food on the day for the evening, and also as there is no interaction with guests for order taking. We also do not hold any additional ingredients in the restaurant.
- For large table reservations we urge you to send this to all attendees so that all guests are aware of our T's and C's.

PAYMENT METHODS

- Pre-payment is required. We will send out invoices at the beginning of the week for all reservations, and guests are required to EFT 48 hours in advance to secure your booking.
- We do not accept credit cards during this time as we are ensuring a contactless payment process to keep in-line with COVID-19 protocols.

GRATUITY

- Gratuity is included in the quoted price of the menu's, however if you would like to add a further gratuity this can be done at the time of EFT.

BEVERAGES

- We offer wine pairing options for the 4 and 6 course menu's, we do not stock more than what has been requested for reservations.
- We offer a large bottle of water within the price of the menu and wine pairing options.
- Standard soft drinks and limited spirits and beers will be available for cash or EFT purchases.

GENERAL

- We promote responsible drinking and will refuse service if you or your guests appear intoxicated. Management will not tolerate poor behaviour towards staff or other guests and you will be asked to leave if your party do not respect these rules.
- We accept all reservations on the premise that we are able to offer guests an overall dining experience, equally and unprejudiced in accordance to our standards.
- If for any unforeseen reason due to power loss, water shortage or any other reason beyond our control, we reserve the right to cancel and reschedule reservations.