

Terms & Conditions

Detailed description of goods and/or services:

KōL Izakhaya Restaurant (Pty) Ltd is a business in the restaurant industry that prepares food and drinks for customers.

Customer Privacy Policy:

KōL Izakhaya Restaurant (Pty) Ltd shall take all reasonable steps to protect the personal information of users. For the purpose of this clause, personal information shall be defined as detailed in the Promotion of Access to Information Act 2 of 2000 (PAIA). The PAIA may be downloaded from: http://www.polity.org.za/attachment.php?aa_id=3569.

Payment Options Accepted:

Payment may be made via Visa, MasterCard and American Express. Diners is not accepted.

Merchant Outlet country and transaction currency:

The merchant outlet country at the time of presenting payment options to the cardholder is South Africa. Transaction currency is South African Rand (ZAR).

Country of domicile:

This website is governed by the laws of South Africa and KōL Izakhaya (Pty) Ltd chooses as its *domicilium citandi et executandi* for all purposes under this agreement, whether in respect of court process, notice, or other documents or communication of whatsoever nature.

Variation:

KōL Izakhaya Restaurant (Pty) Ltd may, in its sole discretion, change this agreement or any part thereof at any time without notice.

Company information:

This website is run by private company based in South Africa trading as KōL Izakhaya Restaurant (Pty) Ltd and with registration number 2020/576990/07.

KōL Izakhaya Restaurant (Pty) Ltd contact details:

Company Physical Address: KōL Izakhaya, Shop 7-10 Hyde Park Corner Shopping Centre, Cnr. Jan Smuts and 6th Street, Hyde Park

Email: hello@kol-restaurant.co.za

Telephone: +27 10 900-2415 / +27 10 753 3019 WhatsApp: +27 82 494 4023

For all official information and updates regarding COVID-19, visit the South African Department of Health's website at www.sacoronavirus.co.za

Restaurant Reservations & Seating Policies

All Reservations are managed and conducted strictly through Dineplan via our website www.kol-restaurant.co.za or <https://www.dineplan.com/restaurants/kol-izakhaya>

Lunch: From 12:00pm. Online Reservations close at 11am.



Dinner:

Kitchen closes 21:30 (Sunday to Wednesday). 22h30 (Thursday-Saturday)

Reservations for 8 guests and over are required to pay a R2000 holding deposit , this amount is credited to your bill at the end of the evening , additionally there is a per head minimum spend of R500.

Minimum spend of R500pp for all bookings made as well as walk ins

Minimum of two split bills allowed per table , regardless of size or seating area

Large Reservations:

For reservations of more than 8 people, please email: reservations@kol-restaurant.co.za

Set Menus, Deposits, Gratuity and Minimum Average Charge per Person may be applicable.

Booking deposits are refundable if cancelled within 48 normal hoursTM notice prior to the confirmed booking time.Â

In the case of the reservation not having been cancelled 48 hours in advance from the reservation date, KōL Izakhaya reserves the right not to refund the deposit of R8000. Instead, the reservation shall be postponed to a later date. An administration fee of R250 shall apply for all cancellations.

Cancellations

Cancellations within 24 hours will result in a surcharge of 25% of total holding deposit
Cancellations within 48 hours will result in a surcharge of 12% of the total holding deposit

100% of the holding deposit will be kept in event of no shows or on the day of cancellations

An administration fee of R250 shall apply for all cancellations 12 and over or for The Private Dining room.

Deposit Terms:

All refunds on all/any deposits will attract a R250 Administration Fee.

Private Dining Room

- Maximum of 22 Guests.
- Minimum, Compulsory Service Charge of 15% applies due to additional resource allocation.
- All bookings over 12 Guests are required to use a set menu.
- Maximum Time Allocation of 4hrs Applies.
- Minimum Surcharge of R8 000.00 per reservation.
- Times : (12h00-16h30) Lunch sitting (17H30-22h30)
- Bookings for teens are limited to lunch sittings only

Photography

Absolutely no photoshoots are allowed anywhere in the restaurant.

Reservation Terms

- Reservations without e-mail confirmation from Dineplan will not be accepted.
- No reservations at the Sushi Bar or Robata Counters are permitted, to allow for walk-in guests.
- You will receive a refund should you cancel or change your reservation up to 48 hours prior to the start of your booking. Refunds on all/any deposits will attract a R250 administration fee.
- KōL Izakhaya tables will be held for a maximum of 20 minutes after your confirmed online reservation times, thereafter, tables will be released, or as in the case of no-shows.

Re-allocation:

KōL Izakhaya Restaurant reserves the right to relocate your reservation without any guarantee of relocation time.

Table Allocation:

Although we always strive to ensure you the table of your preference, we cannot guarantee this at all times.

Online reservations may include seating allocated at our Sushi Bar or Robata Counter ie. Seating at tables is not guaranteed.

Menu

All menu items subject to availability and price changes and/or without notice.

Pre-dinner drinks:

Pre-dinner drinks in the *KōL as Ice* Mixology Bar and Lounge area do not require reservations, however, we advise you to arrive at least 30 minutes " prior to your reservation time. Places at the Bar are not guaranteed, in order to account for walk-ins and queue management.

Dress Code:

Our dress code is smart casual.

Corkage:

Consumption of own brought food or beverage is not allowed unless by prior arrangement with Management.

Only 1 bottle is allowed to be brought in for every 3 guests.

Please kindly, give us a call or email to confirm. Only champagne, wine and MCC that are not featured on our Beverage Menu shall be permitted.

Corkage Fee: **R550-00 for all bottles.**

Smoking:

KōL Izakhaya Restaurant is a non-smoking restaurant.

Children: KōL Izakhaya Restaurant welcomes children. We do however require diners who bring along their children to ensure that the children are seated at the table during dinner and ensure that they do not disturb other diners in the restaurant at any time. No high-chairs and changing tables are provided.

Trading Hours:

Open 7 Days a week, Lunch & Dinner.

Last Orders Strictly at 21:45pm, Sundays at 9pm

KōL-as-Ice Mixology Bar & Lounge: Last Round calls are applicable at venue discretion.

Right of Admission:

Right of Admission is Reserved

