

TERMS & CONDITIONS

P O BOX 38416
POINT
4069
TEL NO: 031 328 8065/6
E-MAIL:
cargohold@ushakamarineworld.co.za
Co-ordinates: 29.8673° S, 31.0459° E

Thank you for inquiring about Cargo Hold. All terms & conditions are non-negotiable.

Restaurant Rules

- Viewing of the Shark Tank is STRICTLY for Diners only.
- Guests with food allergies are to inform the manager/waiter prior to ordering, so that our Chef can prepare your meal according to your preference.
- During lunch, children must be supervised at all times & guests are kindly requested to remove unruly children from the dining room. Children are to remain seated at all times as running around disrupts other diners.
- Children under the age of 12 years are not permitted for the dinner seating except for Mondays & National school holidays.
- If you wish to bring your own cake, a charge of R 48 per person will be applied to the total bill.
- Due to the high demand of our tank & railing tables, we will allow a 15 minute grace period for late arrivals & thereafter will release the table & your preferred table will be relocated. Should you be running later than 15 minutes, please contact the restaurant on (031) 328 8037 to avoid your table being released.
- Due to limited space & availability of tank side tables, we cannot always accommodate table's right next to the tank. Tank Tables are reserved 2 – 3 weeks in advanced.
- Dinner Dress Code: Smart/Casual. Neat, conventional yet relatively informal in style. Appropriate attire will be accepted, no revealing outfits will be tolerated.
- Sharing of meals is not permitted unless otherwise stated.
- Our Corkage Fee is R 75.00 per bottle. Service Charge of 10% on the final Food and Beverage Bill for groups of 8 and over.
- Cargo Hold is happy to consider dividing the bill if it is discussed at the beginning of the service. Please talk to staff on arrival.

Trading Hours:

Lunch : 12:00pm - 15:00pm

Dinner : 18:00pm - 21:00pm

(Please note that times are subject to change according to season & business demands)

All Rights of Admission are Reserved.

Indemnity Disclaimer

This indemnity applies to all persons who enter the premises, as casual visitor or user of any of the facilities on the Premises or participating in any activity on the Premises or arranged by Cargo Hold

The visitor acknowledges that he/she has read & understands this indemnity & agrees to be bound by the following:

- You enter and use the premises, parking areas, surrounds, stairs on the premises & participate in any activities at the premises entirely at my own risk
- You agree to obey at all times any warning notices and instructions of Cargo Hold.
- Visitors hold harmless and indemnify the owners, management, staff of Cargo Hold and other guests (*'the Indemnified Parties'*) against any consequences of visiting, participating in any activities or incidents at or arranged by Cargo Hold and waive any claims I may have.
- It includes any loss of/damage to personal effects/property, any indirect, consequential or special loss/damage, financial loss, illness, injury, harm (as defined in the Consumer Protection Act) or death howsoever caused & legal costs (attorney & own client scale) that the Indemnified Parties may incur, unless such claim falls within the ambit of section 61 of the Consumer Protection Act (Act 68/2008)

Seating

Due to the structural layout of the restaurant the maximum guests per table is at the discretion of the manager on duty. All bookings over 15 will be split into separate table. *Please note that for lunch seating's; all diners need to vacate the restaurant by no later than 16:30 to allow for the turnaround setup of our dinner service. Please be considerate in this regard.*

Our Banking Details are as follows:

Bank: Nedbank
Branch Name: CCS Johannesburg
Account name: Durban Marine Theme Park SOC Ltd (RF) Main
Account number: 1107821584
Branch code: 198765
Account type: Current
Swift Code: NEDSZAJJ

Tank Side Tables

Kindly note; a deposit of R 150.00 per person is required to secure your seat next to our famous Shark tank. Payment can be done via EFT, Bank Transfer or cash on site. Your deposit will be deducted from your overall bill. *Please note that you are required to bring your proof of payment on the day of your booking. Should you not have your proof of payment with you, you will be liable to pay the amount until we receive the proof that a payment has been made. This is purely for security & confidentially purposes.*

Cancellations

- Should you cancel or decrease the number of diners 48 hours before your reservation, a full refund will be honoured.
- Should you cancel or decrease the number of diners within 48 hours, no refund will be honoured.
- Cargo Hold reserves the right to cancel unconfirmed reservations at its discretion.

Please note that cancellations MUST be done via email only.

While we regret having a strict reservations policy, however cancellations without sufficient notice and no-shows represent a great inconvenience to our diners and a considerable cost to our business. By making a reservation at Cargo Hold you are entering into a verbal contract. Legally a verbal contract must satisfy four criteria. These criteria and how it relates to Cargo Hold are as follows:

- Offer and acceptance –Cargo Hold offers a table and you accept that we will have a table for you at the time and date and for the agreed number of guests as per your reservation
- All of the terms must be agreed upon – the terms will include, but not be limited to, time, date and number of guests
- the parties must intend to be legally bound – by providing your credit card you acknowledge intent to turn up at the time and date and with the correct number of guests as per your reservation
- Consideration (ie. something of value must be exchanged in the transaction) – Cargo Hold will provide service and food as a prepared meal for dine in or take away.

By making a reservation, you personally agree to be responsible for the reservation, including costs associated with the security/deposit and consumption of food and drink (if the bill is not paid for in full by any other guest(s) in your party.)

We look forward to welcoming you aboard

Thank You
Cargo Hold Management