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Co-ordinates: 29.8673° S, 31.0459° E

Thank you for inquiring about Cargo Hold. Please note the details below as they will be stipulated on your contract and quotes. All terms & conditions are non-negotiable.

#### Audio Visual and PA equipment

This is only permitted if the entire restaurant is booked exclusively for your function. There are unfortunately no exceptions. This is to avoid the inconveniencing of other diners.

#### Entertainment

This is only permitted if the entire restaurant is booked exclusively for your function.  
DJ's, bands or any other form of entertainment, is not permitted unless this is approved in writing by a Manager.  
If this is approved, entertainment will end at 22:00pm, this is without exception.  
No additional lighting is allowed & sound will be controlled by the manager on duty.

#### Menu

Kindly select the menu you wish to be served.

#### Pre-orders

As this is thought to be a faster process, it disorientates the flow of service & for this reason we do not allow pre-orders. To receive efficient & professional service along with quality food, please choose your selections on the day whilst dining.

#### 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 must please wear shoes whilst inside the Cargo Hold.
- Due to limited space & availability of tank side tables, we cannot always accommodate table's right next to the tank.
- Children under the age of 12 years are not permitted for the dinner seating except for Mondays.
- If you wish to bring your own cake, a charge of R48 per person will be applied to the total bill.
- Sundays we are open from 12h00 to 17h00, except for private functions in the evenings.
- Reserved tables that are no shows are released after 30 minutes.
- Dinner Dress Code: Smart/Casual (No open shoes permitted)
- Sharing of meals is not permitted unless otherwise stated.
- Tank Tables are reserved 2 – 3 weeks in advanced.
- Our Corkage Fee is R 75.00 per bottle.
- Only one bill per table is permitted. No splitting of bills is granted

### Trading Hours:

Lunch : 12:00pm - 15:00pm

Dinner : 18:00pm - 21:00pm

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

All Rights of Admission are Reserved.

### Enter at Own Risk

We will not be held liable for any injuries, accidents, illness, death or loss.

### Beverages

Corkage fee is R 75.00 per bottle; this applies to wine and sparkling wine (No spirits). Please note arrangements for the bar, beverages can be charged in three ways:

1. On consumption to the master account-Host to pay for all beverages – (Local spirits, local beers, soft drinks and juices) Full bar to account – There are no restrictions on any beverages.
2. Cash bar – Guests pay for their beverages.
3. Bar limit – This is set by you with any restrictions advised.

For groups of 25 and over it is advisable to pre-order wine for the table.

We advise that groups over 50 order welcome drinks as well as wines for the tables to ensure quick and efficient service.

### 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. The number of tables assigned to a group depends on the restaurants reservations. There are only rectangular tables. As per the structure of the venue it is not possible to make U-shaped or other table structures. There are no exceptions to these regulations.

*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.*

### Payments

Kindly note that uShaka Marine World does not allow for accounts, all payments need to be settled in advance as per date stated on quotes, contract and emails and balance is due upon departure.

Reservations are only confirmed when payment has been received. We do not accept cheque payments for advance deposits, on site.

We do not accept cash payments for advance deposits, on site.

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

### Exclusivity

Please note this is charged per number of open seats remaining in the restaurant @ R100 per seat. For example if you book exclusively for 100 guests, our restaurant seats up to 150 guests, you will be charged 50 seats x R 100 = R5000. Should you occupy the restaurant's full capacity, no venue hire will be charged.

### Service Fee

Service Charge of 10% on the final Food and Beverage Bill for groups of 8 and over.

### Branding

Ushaka does not permit branding eg. Company Banners, posters etc. for functions at Cargo Hold. If the venue is booked exclusively you may consult with management regarding branding.

### Restaurant Rules

It is the responsibility of the person making the booking to inform all their guests of restaurant rules and regulations mentioned above.

### Agreement:

Upon reading of this Agreement all rates listed will be held until date of arrival.  
Rates are inclusive of VAT.

### Deposit & Payment Policy

All group reservations remain provisional and unconfirmed until this contract is signed in full and payment terms have been met or agreed upon in writing by the General Manager.

Deposit payment according to group size as follows: Should the deposit and payment terms not be met on or before the due date, uShaka reserves the right to release all reservations held and free sell to other clients.

It is the sole responsibility of the company / client to ensure payments are made on due date. The balance outstanding from services rendered (including all extras) to the client during the function held at uShaka Marine World must be settled prior to departure.

Where the client has contracted a third party such as a Travel Agent, to reserve and/or co-ordinate the booking, the Client remains the principal party within this agreement and shall remain responsible to uShaka for settlement of any amounts due to uShaka in terms of this Agreement; Should the client elect to settle the outstanding balance due to uShaka via such a third party, the Client remains responsible for such debt until it has been settled in full. Payment must be made directly into the bank account of uShaka and proof of payment (deposit slip) must be faxed to uShaka with a relevant covering letter.

### 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.

### Cancellations

Should you cancel or decrease the number of diners, no refunds will be honoured. We will issue a voucher/s to the amount that is not used which will be for future use at Cargo Hold.

**Please note that cancellations MUST be done via email only.**

Please note that our terms & conditions on reserving tank side tables, bookings & cancellations of 8 persons or more are non-negotiable. You are required to honour the time that your table is reserved for. We will allow a 30 minute grace period for late arrivals & thereafter will release the table & your preferred table will be relocated. Should you be running later than 30 minutes, please contact the restaurant on (031) 328 8037 to avoid your table being released. Your deposit will be deducted from your overall bill.

We look forward to welcoming you aboard

Thank You  
Cargo Hold Management

