

## 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 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](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 *domicile 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](mailto:hello@kol-restaurant.co.za)

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

### Restaurant Reservations & Seating Policies

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

Lunch: From 12:00pm till 4:30pm

Dinner: From 5:00pm



**Dinner:**

- Kitchen closes 21:30 (Sunday to Wednesday). 22h30 (Thursday-Saturday)
- Reservations for 8-20 guests are required to pay a R2000 holding deposit and guests above 20 are required to pay a deposit of R300 per person, this amount is credited to your bill at the end of the evening.
- Our minimum spend per head is R500.

**Payments:**

- Maximum of two split bills allowed per table, regardless of size or seating area
- Only 4 payments allowed per table.

**Large Reservations:**

- For reservations of more than 8 people, please email: [reservations@kol-restaurant.co.za](mailto:reservations@kol-restaurant.co.za)
- Set Menus, Deposits, Gratuity and Minimum Average Charge per Person is applicable for all bookings over 7 people.
- Booking deposits are refundable if cancelled within 48 normal hours' notice prior to the confirmed booking time.
- For bookings above 20 guests we do recommend having a set menu in place, however if guests want to use our a la carte menu, we require selecting starters to share for the table.
- We strongly recommend selecting 3 mains options guests can select from and 2 dessert options
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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. Instead, the reservation shall be postponed to a later date. An administration fee of R250 shall apply for all cancellations.

**Cancellations Terms:**

- 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 cancellation on the day of the booking.
- An administration fee of R500 shall apply for all cancellations for The Private Dining room.

**Private Dining Room:**

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

## Photography

Absolutely no photography is allowed in the restaurant, as this is not a private space and can negatively affect the experience of other guests. Only guests booked in the private room can take pictures inside the private room.

## Décor:

Guests booked in the Private Dining room are allowed to have décor in the room. If guests booked in the main dining wish to have décor on their table, they need to keep it minimal and ensure it doesn't obstruct other guests. All décor must be approved by management.

## Reservation Terms

- Reservations without e-mail confirmation from Dine plan will not be accepted.
- No reservations at the Sushi Bar or Robata Counters are permitted, to allow for walk-in guests.
- On busy days guests are allowed 3hrs dining experience, with the option of moving to the bar.
- 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 give our guests the table of their preference, we cannot always guarantee this. Online reservations may include seating allocated at our Sushi Bar or Robata Counter i.e. 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, to account for walk-ins and queue management.

## Dress Code:

Our dress code is smart casual, no beach shorts or flip flops.  
Any one dressed indecent will not be allowed into the restaurant  
Right of admission is reserved.

## Corkage:

Guests are not allowed to bring in their own food or beverages, KōL Izakhaya offers a variety of beverages that pair very well with our menu

## Cakes:

We do provide cakes at the restaurant please notify us 48hrs prior should you wish to order a cake from us. However, if guests wish to bring in their own cakes a cake fee of R300 will be charged per cake brought in.

## 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:

Sunday-Wednesday at 8:45pm

Thursday-Saturday at 21:45pm

*KōL-as-Ice* Mixology Bar & Lounge:

Last Round calls are applicable at venue discretion.

Right of Admission is reserved