

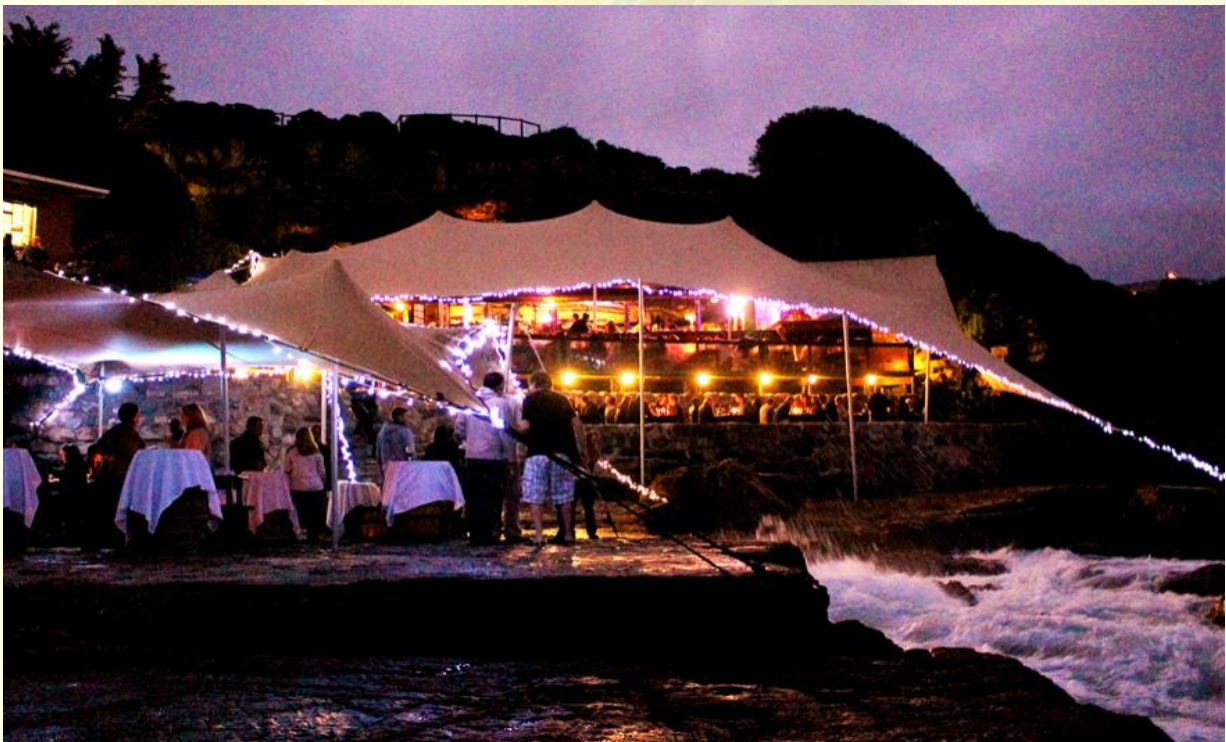


## PRES PACK

THE RESTAURANT OFFERS A PERFECT VENUE FOR

Tour Groups / Private Functions / Birthdays/Parties / Corporate Events

Product Launches / Charity Events / Bands & live music / Auctions



Situated in cave below Marine Drive Hermanus,  
Between the Marine Hotel and Old Harbour

G.P.S. S 34° 25' 09", E 19°

Email: [bookings@bientangscave.com](mailto:bookings@bientangscave.com)

Tel: 028 312 3454



## TOUR GROUPS AND FUNCTIONS

All Groups / Events & Exclusive Functions are tailored to suit your requirements. Extra charges will be incurred for special events / private functions / exclusive events / private areas.



You can rest assured that your celebration will be well organised with efficient service, accompanied by our Award winning wine list and great food, our spectacular venue offers a unique experience in every respect.

## SEATING

- Bientang's Cave can accommodate up to 160 guests
- The inside area of the Cave can comfortably seat 68 guests with a separate stage for bands, main wedding tables, exhibitions etc.... or 84 guests including the stage area for seating
- 80 -90 guests on the outside wooden deck
- 24 - 32 guests on the outside lower VIP deck
- 40 seated guests at the oyster bar or more standing guests for welcome drinks and canapés
- We have 48 x 4 seaters = 192 and 12x2 seaters = 24

## SITE INSPECTIONS

Should you wish to view the venue prior to an event **please** email us to arrange a site inspection. Please complete the booking procedure and be sure to supply us with as much information as possible prior to the site inspection.

**Email: [bookings@bientangscave.com](mailto:bookings@bientangscave.com)**

**Tel: 028 312 3454**



## EXCLUSIVE VENUE HIRE

The exclusivity charge is subject to season, date, duration, event type and requirements, number of guests and availability factors...

- Individual areas of the restaurant OR the entire restaurant can be hired exclusively
- Area of exclusivity if required
- If welcome drinks and snacks should be served on the rocks down below (this is an exclusivity option)

## CONFIRMATION AND BOOKING PROCEDURE

**Please provide us with the following information:**

- Group name and reference number
- Contact persons name and contact details
- Date, time of arrival and time of departure
- Time restrictions
- Initial guest numbers
- Number of drivers and guides
- Occasion
- Total spend/budget per person
- Menu budget, excluding 10% gratuity
- Set menu selection
- Special dietary requirements
- Beverage allowance and allocated wine/beer/spirit selection
- Special requirements
- Itinerary / run of events if applicable
- Billing method
- Décor - Amount of time required for set up and breakdown
- Entertainment—Has to be arranged
- Hosting groups larger than 80 persons a free form tent is recommended for your own expense
- Groups larger than 80 persons may incur extra charges for hiring

## HOURS

Functions/groups and exclusivity hours by arrangement—departure by 11pm.  
Up to midnight a surcharge will be implemented.

General trading hours: Daily from 11am and last reservations in by 7:30pm for early dinners with our kitchen orders closing by 8pm.



## OYSTER BAR ON THE ROCKS AT THE WATERS EDGE

With waves crashing metres away this area truly offers a spectacular venue for:

- Welcome drinks & snacks, created in accordance to your budget, group size & preferences
- Live music or background music using speakers can be co ordinated at an extra charge
- Tide and weather permitting
- An additional charge to the exclusivity fee to have a bar set up and/or seated dining facilities available

## STAGE

A wonderful stage located inside the cave with picturesque lighting is available for:

Speeches Live bands Main tables (12 pax) Exhibitions etc

## DÉCOR & HIRING

- Bientang's cave offers the use of lanterns, ashtrays, ice buckets, heater and lap blankets.
- For up to 80 pax this includes our current glassware, cutlery, crockery & staff. For more than 80 pax any additional staff/crockery etc that needs to be hired in, will be added to the clients account.
- Cost of damages to venue, crockery, glassware etc will be charged to clients account.
- We need to know what and how much décor you intend to utilise – what you require from us and what you are personally planning on bringing in.
- Our staff will assist with general restaurant set up, but should you require assistance with set up of your décor an additional set up fee will be charged.
- Should additional time be required for the set up and break down it will be charged accordingly.
- All décor & hiring must be removed from the venue, no later than 10h00 the day following the function.
- A late charge of R2000.00 per hour will be billed to the contract holder i.e. the signatory to this contract.
- Should any additional extras need to be hired to facilitate your event this will be an additional charge.

## BEDOUIN TENTS (OPTIONAL EXTRA)

- Free form Bedouin tents (stretch tents) offer a spectacular backdrop for any function. With fairy lights surrounding the tent for added atmosphere and lights cascading over the rock face and ocean, creating a surreal ambiance.
- Tents may be required in the case of bad weather, should the group be larger than 70pax
- Tents can be set up over the outside deck, Vip area, oyster bar and or stairs.
- Bientang's Cave will assist you in the hiring and erection of these tents.
- Please do note additional time and surcharges may be implemented according to the date, time and set up/break down required.



## **PAYMENT POLICIES AND PROCEDURES**

- Prices are vat inclusive, however a 10% gratuity will be added to all bills
- A 50% deposit will be required to confirm a reservation
- Full payment is required 7 days prior to the function date
- Final numbers must be confirmed 7 days prior to function date
- Please email the deposit slip with reference number as proof of payment and confirmation
- We accept all major credit cards & EFT, NO checks or foreign exchange is accepted.
- Prices are market related and there for subject to change. Reservations made in advance will receive an updated invoice should any changes have occurred.

## **BANKING DETAILS**

**Bientang Se Grot cc                      Standard Bank Hermanus**  
**Acc No: 082 251 525                      Branch Code: 05 03 12 00**

**Please email proof of payment with Ref. Number to:**

**bookings@bientangscave.com    Please c.c. admin@bientangscave.com    Tel: 028 312 3454**

VAT NO: 4100151036

CK REGISTRATION: 92 / 03037 / 23

**Bientang Se Grot Se Grot trading as Bientang's Cave Restaurant & Wine Bar**

**Situated in a cave, Below Marine Drive, 100m from Old Harbour, Hermanus**

**P.O. Box 261 Hermanus 7200**

**bookings@bientangscave.com**

**www.bientangscave.com**



Date: 22 July 2021

To Whom it May Concern

### **Confirmation of Standard Bank Account**

This letter serves to confirm that the below customer holds a valid bank account with Standard Bank.

#### **Account details:**

Account holder: **BIENTANG SE GROT CC CK 1992/003037/23**

ID/Reg Number: **1992/003037/23**

Account type: **CURRENT**

Account number: **08 225 152 5**

Branch: **HERMANUS**

Branch code: **051001**

SWIFT code: **SBZAJJ**

Date account opened: **10 July 2002**

**This letter is given without responsibility and does not give rise to any obligations or liability on the part of the bank and/or its officials.**

Yours Sincerely

**Standard Bank of South Africa**



## CANCELLATION POLICY

We may impose a cancellation fee in the event of cancellation before the date of anticipated function. The fee will depend on the nature of the reservation, the length of notice of cancellation before date of the function, the reasonable potential to find alternative clients for the reservation and the reason for cancellation. No refunds on deposits in the event of cancellation for already ordered Special-Order Goods. No cancellation fee will be charged if the cancellation is due to the hospitalisation or death of the person for whom the reservation was made.

### No verbal cancellations of bookings will be accepted

- All cancellations to be sent via email — bookings@bientangscave.com
- 7 Days prior confirmed date 15% of final bill
- 2 Days prior confirmed date 30% of final bill
- 1 Day prior to confirmed date 50% of final bill
- In the event of a no-show or cancellation on day 100% of final bill — subject to negotiations.
- Bientang's Cave reserves the right to cancel any binding reservations, in its sole discretion and that is without limitations.

## TERMS AND CONDITIONS OF SERVICES

We endeavour to ensure that the highest standards are adhered to in the preparation and cooking of our foods for function attendance's consumption.

We are open to receive any legitimate/honest complaints from function attendances subject to the following:

The function attendant shall be provided with a menu with regard to every meal provided to them at least two weeks before the time of anticipated function. This is to ascertain whether or not the food may contain any ingredients that the guest is allergic to. The function attendant accepts that the business cannot be held liable for any harm that the function attendant may have incurred due to failure to supply the business with adequate information in this regard.

The Function attendant shall immediately submit to the business a reminder of any product that is found to be harmful or defective in any way. This should be done within 24 hours of discovering the defect or harm, whichever might be the case. This should include any medical reports of the incidence if applicable.

## DELIVERY

Notwithstanding anything to the contrary Bientangs Cave CC'' obligation to provide services shall in all cases be subject to the following:

(a) Whilst date of services are given in good faith and we will use every endeavour to comply therewith, no responsibility can be accepted for any loss or damage incurred by the Customer on account of any delay in the provision of services arising out of any circumstances beyond our reasonable control, which circumstances will include, but in no way be limited to:

- any delays in the supply of goods by our Suppliers which cannot be directly or indirectly attributed to them;
- if the balance of the purchase price/services fee payable on delivery/date of reservation of services is not paid on date of anticipated delivery/reservation of services.

Visitors should take note that Bientangs Cave CC can accept no liability if the premises / services being provided doesn't adhere to their expectations due to the following:

- Weather conditions preventing the visitor to use premises to its full potential;
- Closing of restaurant due to unforeseen inclement weather.
- Services or ancillary services for instance WI FI not being available due to any circumstances beyond our reasonable control; for instance a brake down or interruption of service due to the responsibility of the service provider;

**All visitors to the property are hereby advised and accept that, should they fail to adhere to the instructions provided by the business or act in any improper manner, accidents may occur, and neither, Bientangs Cave CC, nor its staff or employees will be held liable for any injury, death, theft, loss or damage, of whatsoever nature, to the person or property of any such visitor if aforesaid injury, death, theft, loss or damage was caused due to circumstances beyond our reasonable control.**



## PUBLIC LIABILITY

Bientangs Cave / Bientang Se Grot cc Trading as Bientang's Cave Restaurant & Wine Bar  
P O Box 261  
HERMANUS  
7200

Dear Sir

**RESTAURANT POLICY: HIC: HIC0000-17711**

We refer to the above policy, and confirm the following:

### **PUBLIC LIABILITY AND COMMON LAW (EMPLOYERS LIABILITY)**

INSURANCE COMPANY: HIC Underwriting Managers

POLICY NUMBER: HIC0000-17711

RENEWAL DATE: 1 November 2016

LIMIT OF LIABILITY PER LOSS:

Public Liability: General & Tenants R 1 000 000

Products/Food & Drink Liability R 1 000 000

Extended Liability: R19 000 000

Visitors/Guests Vehicles: R 500 000

Visitors/Guests Vehicle Contents: R 100 000

Visitors/Guests Effects: R 100 000

Employers Liability: R 1 000 000

Work Away R 1 000 000

Spread of Fire R 500 000

### **EXCESSES:**

Products: R2,000

General: R2,500

Visitors/Guests Vehicles: 5% min R5,000

Visitors/Guests Vehicle Contents: 5% min R2,500

Visitors/Guests Effects: 5% min R1,000

Work Away: R2,500

Spread of Fire: 5% min R10,000

DESCRIPTION OF BUSINESS SHOWN ON POLICY: Restaurant

We trust you find all to be in order, and should you have any further queries, please do not hesitate to contact our offices.

Yours faithfully

**Helen Kerford (Mrs)**

Office Manager



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T (021) 531 5882 | F (021) 531 5855 | info@gvcbrokers.co.za | www.gvcbrokers.co.za

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# INTERNATIONAL AWARDS



**29TH INTERNATIONAL AWARD FOR TOURIST, HOTEL & CATERING INDUSTRY**  
MADRID 2004



**30TH GOLDEN AWARD FOR TOURIST, HOTEL & CATERING INDUSTRY**  
MADRID 2005



**31ST INTERNATIONAL AWARDS FOR TOURIST, HOTEL & CATERING INDUSTRY**  
MADRID 2006



**24TH INTERNATIONAL AWARD FOR FOOD AND BEVERAGES**  
PARIS 2004



**35TH INTERNATIONAL AWARD FOR BUSINESS, LEADERSHIP & PRESTIGE**  
BRUSSELS 2005



**NEW MILLENNIUM AWARD OF EXCELLENCE IN PRODUCT & SERVICES**  
MADRID 2008



**24th**  
**INTERNATIONAL AWARD**  
**FOR**  
**FOOD & BEVERAGES**

**Paris 2004**



**29th, 30th & 31st**  
**INTERNATIONAL AWARD**  
**FOR**  
**TOURIST, HOTEL & CATERING**

**Madrid 04, 05, 2006**



**35th**  
**INTERNATIONAL AWARD**  
**FOR BUSINESS LEADERSHIP &**  
**PRESTIGE**

**Brussels 2005**



**New Millennium Award**  
**INTERNATIONAL AWARD OF**  
**EXCELLENCE**  
**IN PRODUCT & SERVICES**

**Madrid 2008**



# NATIONAL AWARDS

**RASA TOP 100 RESTAURANT AWARDS - 2013 / 2014 / 2015 / 2016 / 2017 / 2018 / 2019**

**RASA ROSETTA BEST ALTERNATIVE / INTERNATIONAL RESTAURANT IN S.A. 2015**

**RASA ROSETTA AWARD OF SERVICE & APPRECIATION 2015 / 2016 / 2017 / 2018 / 2019**

For serving the South African Restaurant Industry for more than 20 years

**RASA SPAR NEIGHBORHOOD AWARD FINALIST FOR SERVICE EXCELLENCE - 2019**

**RASA ROSETTA AWARD OF SERVICE EXCELLENCE 2015 / 2016 / 2017 / 2018 / 2019**

This is a prestigious Award given to Restaurants that strive for Service Excellence in the Restaurant Industry.

It is recognition of the highest honours for Service Excellence and overall contribution to the upliftment of the Restaurant Industry.

**RASA AWARD FINALIST FOR SOUTH AFRICA'S BEST RESTAURANT 2015**

Bientang's Cave, Five Hundred@The Saxon, De Viswif, Restaurant Mosaic, Morells, Papachinos

**RASA AWARD TOP WINNER FOR SOUTH AFRICA'S BEST EXPERIENTIAL RESTAURANT 2017 / 2019**

**RASA AWARD FINALIST FOR SOUTH AFRICA'S BEST EXPERIENTIAL RESTAURANT 2018**

**NATIONAL BUSINESS AWARDS - FINALIST FOR ENTREPRENEUR OF THE YEAR 2018 / 2019**

FINALIST FOR SMALL TO MED SIZED BUSINESS OF THE YEAR 2018 / 2019

**SAWI FINE WINE LIST- PLATIMUM AWARD**

**DINERS CLUB WINE LIST AWARDS**

DIAMOND AWARD 2010 / 2011 / 2012 / 2013 / 2015 / 2016 / 2017 / 2018 / 2019

PLATINUM AWARD 2001 / 2002 / 2006 / 2014

GOLD AWARD 2005 / 2007

**TOP 100 SA WINE AWARD OF EXCELLENCE & TOP 100 SA WINE GOOD VALUE AWARD 2012**

**NATURAL WORLD SAFARIS - TOP 10 BEST BAR AWARD WITH VIEWS OF WILDLIFE - 2015**

**AFRISTAY WRITERS CHOICE – TOP FAMILY FRIENDLY RESTAURANT 2019**

BEST FAMILY RESTAURANT WITH SEAVIEWS 2019

**TRIP ADVISOR CERTIFICATE OF EXCELLENCE - 2013 / 2014 / 2015 / 2016 / 2017 / 2018 / 2019**

**TRIP ADVISOR CERTIFICATE OF RECOMMENDATION 2016 / 2017 / 2018 / 2019**

**EAT OUT AWARDS**

**TOP 500 RESTAURANTS IN SOUTH AFRICA AWARDS**

Best outdoor restaurant 2012 / Where to eat Malva pudding 2013 / Seafood Platter guide 2013 / Where to eat in Hermanus 2013 / Seafood for a song 2011 / Best Seaside Dining 2010 / 60 Of The Best Places to Eat Outdoors 2012 / 12 of the Best Restaurants in Hermanus 2017 / 2019