THE BACKYARD CAFE'S

TERMS & CONDITIONS

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FAQ

Terms & Conditions

Menus & Group Size

- A café-style set menu (1, 2, or 3 courses) applies to bookings of 15–24 guests. High tea or harvest table options are also available.
- Bookings of 25 or more guests must select either the high tea or harvest table option. The café-style set menu is not available for groups of 25+.
- We can host a maximum of 50 guests under our regular function offering. Should you wish to host a larger group, please email us.
- One menu selection applies to the entire function. All guests must order from the chosen menu.
- Menus and prices are subject to change without notice.

Timing & Duration

- Functions are allocated a maximum of 3 hours from the booked start time, including decor removal.
- Arrivals more than 30 minutes late may result in the reservation being cancelled and tables released. Deposits and any pre-paid amounts will then become non-refundable.
- Additional time may be requested in advance and is subject to availability, and an additional fee.

Payments

- Split bills are not available; however, multiple payments per bill can be accommodated.
- A 15% service charge will be added to the final bill. This is the gratuity that is shared amongst the staff.
- The remaining balance is payable on the day of the event. Any deposit paid will be deducted from the total.

Deposits & Fees

- A deposit of R1,000 is required for all bookings of 15+ guests, or any booking selecting a function menu, regardless of size. This deposit will be credited to the final bill, and is refundable in accordance with the below cancellation policy.
- A function fee of R850 applies to bookings of 25 or more guests.

Cancellation Policy

- Cancellation 3 weeks or more prior to the event: full deposit refunded
- Cancellation 2 weeks prior: 50% of deposit refunded
- Cancellation 1 week or less prior: no deposit refund

Final Confirmation

- Final guest numbers, menu selections, and event details must be confirmed no later than 3 days prior to the event. Charges will be based on this confirmed headcount, regardless of attendance.

Weddings

- Weddings and wedding receptions are not treated as regular events, and must be booked and agreed upon in advance.
- Any function that is presented as, or becomes, a wedding or wedding celebration on the day (surprise or undisclosed) will automatically be charged at wedding rates of our discretion.

Cakes & Bakes

- Cakes and baked goods may be ordered directly from us.
- A cakeage fee of R185 per item applies to any externally sourced baked goods that are cut and/or consumed on-site. Not all outside food is permitted, and must be confirmed prior to the event. We do not allow external catering.
- A knife and cake lifter can be provided; however, we don't offer cutting services for items not made by us.

Beverages & Corkage

- Guests may bring their own wine or sparkling wine. No other external beverages are permitted.
- A corkage fee of R50 per bottle opened applies. Ice and glassware are provided.
- Breakages will be charged accordingly.

Decor & Setup

- We provide white tablecloths, white paper napkins, silver cutlery, basic crockery and glassware, and milk-bottle vases with limited greenery. We do not offer set up or decorating services.
- One poster (maximum A1 size) is permitted; an easel can be provided.
- An additional small table (for cakes, gifts, or beverages) may be requested in advance and is subject to availability.
- As we are a working café, decor must be minimal, unobtrusive, eco-conscious, and easy to remove.
- The following are not permitted: decor installations, backdrops, balloons, large hanging decor, or any type of confetti.
- Decorations may not obstruct walkways, seating, or service areas.
- Images of proposed decor must be submitted in advance for approval.
- Photographers may be permitted only under special circumstances and must be approved in advance.

Takeaway Boxes

- Takeaway boxes are limited and charged at R5 per box.

Frequently Asked Questions

Can I bring in my own decor?

YES, absolutely! We provide white tablecloths, milk-style bottle vases with limited greenery, white paper napkins, silver cutlery, basic crockery, basic glassware. If you are wanting to create a poster, we can allow maximum A1 size, and can happily provide an easel for it. An additional small table (for cakes/beverages/gifts/etc) may be requested prior to the day of the event, and is subject to availability. However, we are a working café, and in order to maintain a comfortable and functional environment for our staff and customers, all decor must be minimal, unobtrusive, and eco-conscious. Kindly pop us pictures of what you are wanting to arrange, and we can confirm that it is allowed. Thank you for helping us keep our space welcoming and environmentally responsible.

Can I come earlier to set-up and decorate?

Yes, but setup time is limited to the hour prior to your event start time. Please give us a heads up if you are coming in early to set up for your event.

Can I bring in alcohol/non alcoholic beverages?

Yes, you may bring in alcoholic/non-alcoholic wine/bubbly. We will supply glassware, ice and bottle service should you require, and a corkage charge of R50/bottle opened will apply. Please give us a heads up if you will be bringing. We do not allow any other beverages to be brought in.

Can I book the cafe for exclusive use?

We do, on occasion, hire out our space for exclusive use. The exclusive use charge will depend on the time of year, type, and requirements of the function, and we require an in-person meeting in order to quote. We can host a maximum of 50 guests under our regular function offering, but should you wish to host a larger group we will require it to become an exclusive use event.
We do not allow external catering.

Are you halal?

We are halal 'friendly', however we are not strictly halal, as we do have pork & pork products on our menu. Our chicken is halal, and we offer a range of vegetarian items, but please note we do use the same equipment for all of our food preparation and serving. We cannot offer any strictly halal catering.

Can I have my wedding/wedding reception here?

We'd love to host your wedding or wedding reception! Each wedding is unique, so we treat them as individual events and require the café to be booked for exclusive use. To make sure we understand your vision and provide an accurate quote, we'll arrange an in-person meeting. Please get in touch to chat about your ideas and learn more.

Please email us if you have any further questions
Thank you! The Backyard Team xxx