Andy's on Welcome

Upstairs at Andy’s Venue Hire Terms & Conditions

Thank you for choosing Andy's on Welcome for your special event. To ensure a pleasant experience for all guests, the following terms and conditions apply to all venue bookings.

Venue Booking & Payment

- *A booking fee of R2 000 is required to secure your venue reservation.*
- *The booking fee is non-refundable in the event of cancellation.*
- *R1 500 of the booking fee will be credited towards food and beverages purchased from the restaurant on the day of your function and is non refundable in the event of non usage.*
- *The restaurant bill credit may not be exchanged for cash and is valid only for the booked event date.*
- *The remaining R500 is a venue administration and reservation fee and is not redeemable for food or beverages.*
- *Max 40 pax.*
- *Dedicated Waitress.*
- *For larger groups a special food menu will be provided or food platters can be ordered - please see catering options.*
- *Full payment of any outstanding restaurant charges are due on the day of the event.*
- *Venue hire is confirmed only once the booking fee has been received and written confirmation has been issued by Andy's on Welcome.*

Cancellation & Rescheduling Policy :

A booking is only confirmed once the required deposit or booking fee has been received.

Cancellation Refunds:

- *Cancellations made 30 days or more prior to the party date will receive a 100% refund of the booking fee.*
- *Cancellations made 14–29 days prior to the party date will receive a 50% refund of the booking fee.*
- *Cancellations made 7–13 days prior to the party date will receive a 25% refund of the booking fee.*
- *Cancellations made within 7 days of the party date will not be eligible for a refund.*

Rescheduling:

- *Bookings may be rescheduled up to 7 days prior to the event date, subject to venue availability.*
- *Rescheduling requests made within 7 days of the party date will be considered at management's discretion and subject to availability.*

We look forward to helping you create a memorable celebration