



Terms & Conditions

DELAYS

Please arrive on time. If you are delayed, notify us immediately at
+27 67 489 0082.

CANCELLATIONS & NO-SHOWS

Bookings cancelled less than 24 hours in advance, or
no-shows, will be charged 100% of the menu price per person.

LARGE GROUPS

For groups of 10 or more, please email **info@epoche.co.za** or call **+27 67 489 0082.**

PAYMENT METHODS

We accept cash, Visa, Mastercard, and major credit cards.



Privacy Policy – Epoché

1. GENERAL

This Privacy Policy applies to all guests and visitors of Epoché. We respect your privacy and comply with South African data protection laws (including POPIA) and, where applicable, the General Data Protection Regulation (GDPR).

The data controller is Epoché (Pty) Ltd, Hermanus, Western Cape, South Africa.

The words “we”, “our”, “us” refer to Epoché, and “you”, “your” refer to our guests and users of our services.

When you make a reservation, we collect your name, surname, country of residence, email address, and phone number. This information is required to confirm your booking and deliver our services.

We will never sell or share your personal data with third parties except as required by law or with trusted service providers (e.g., our booking system provider) to facilitate reservations.

2. DATA PROTECTION OFFICER

Questions regarding your personal data can be sent to [**info@epoche.co.za**](mailto:info@epoche.co.za).

3. WEBSITE VISITORS

If you visit our website without making a booking, we may collect basic analytics data (e.g., IP address, browser type) to improve our site.

4. RESERVATION DATA

To confirm a booking, the following information is required:

- First name
- Surname
- Country of residence
- Email address
- Phone number

5. DATA USE

We use your data to:

- Process your booking
- Communicate with you regarding your reservation
- Improve our guest experience
- Meet legal and tax requirements

6. DATA PROTECTION MEASURES

We protect your data with secure servers, encrypted connections, and strict access control.

7. DATA RETENTION

We keep personal data for as long as necessary to provide our services and comply with legal obligations.

8. YOUR RIGHTS

You have the right to access, correct, or delete your personal data, or object to its processing, by emailing **info@epoche.co.za**.

9. EFFECTIVE DATE

This policy is effective from **1 August 2025** and may be updated periodically. The latest version will always be available at **www.epoche.co.za**.