

Terms of Service

The Doppery Website

Effective date: 3 January 2026

Last updated: 3 January 2026

These Terms of Service ('Terms') govern your use of The Doppery website (the 'Site'). If you use the Site, you agree to these Terms. If you do not agree, please do not use the Site.

1) Who we are

This Site is operated by The Doppery ('we', 'us', 'our').

Contact

Email: the@doppery.com

Phone / WhatsApp: +27 78 300 7644

Address: Unit G04, The Spice Yard, 100 Voortrekker Road, Salt River, Cape Town, South Africa

Legal entity and registration number (if applicable): [Insert legal name and registration number]

2) What these Terms cover

These Terms apply to:

- Browsing the Site
- Contacting us through the Site
- Submitting booking, table, tasting, or event enquiries through the Site
- Buying vouchers or products online (only if the Site offers this)

When you visit the venue in person, additional house rules and legal requirements apply (including age checks and responsible service).

3) Age restriction and responsible drinking

Alcohol is sold only to persons 18+ (or the legal drinking age that applies).

We support responsible drinking. We may refuse service and/or entry where required by law, licence conditions, or responsible service practices.

4) Using the Site

You agree to use the Site lawfully and not to:

- Interfere with the Site's security or performance
- Attempt to access areas you are not authorised to access
- Upload or send harmful code
- Use the Site to harass, abuse, or harm others

We may restrict or block access to the Site if we believe your use creates risk, breaches these Terms, or violates applicable law.

5) Information on the Site

We aim to keep Site information accurate and current, but the Site may include errors or outdated information.

Menus, prices, stock, opening hours, and availability may change without notice.

Photos and descriptions are for general information and may not reflect the latest offering or availability.

6) Allergens and dietary information

If we display ingredients or allergen information, treat it as guidance only. Please speak to a staff member at the venue before ordering if you have allergies or dietary requirements.

7) Bookings, reservations, and events

If the Site allows you to request a booking or event:

- A request is not confirmed until we confirm it (usually in writing).
- We may require a deposit, minimum spend, or pre-order for group bookings or private events.
- We may apply time limits to tables during busy periods.

Cancellations and no-shows

Cancellation and no-show terms may vary by booking or event type and will be communicated at the time of booking. Unless we agree otherwise, deposits may be non-refundable for late cancellations or no-shows.

Venue conduct

We may refuse entry or ask someone to leave to protect safety, comply with the law, or maintain a respectful environment.

8) Vouchers and gift cards (if applicable)

If we sell vouchers or gift cards:

- They are not redeemable for cash, unless required by law.
- We may require the voucher code or proof of purchase to redeem.
- Lost or stolen vouchers may not be replaceable, unless required by law.

Any expiry dates and voucher conditions (if any) will be shown at the time of purchase.

9) Online orders and payments (if applicable)

If the Site supports online purchases, payments are processed by third-party payment providers. We do not store full card details.

Refunds, returns, and chargebacks (if applicable) will follow the rules shown at checkout and your rights under applicable consumer law.

10) Third-party links and services

The Site may link to third-party platforms (for example maps, social media, booking tools, or delivery partners). We do not control them and are not responsible for their content, availability, or privacy practices. Your use of third-party services is at your own risk.

11) Intellectual property

All content on the Site (including text, photos, logos, branding, design, and layout) belongs to us or our licensors and is protected by law.

You may view the Site and share links for personal, non-commercial use. You may not copy, reuse, sell, publish, or exploit Site content without our written permission.

12) User submissions

If you send us content (for example enquiries, feedback, testimonials, or reviews), you confirm that you have the right to share it. You also allow us to use it to respond to you and to operate and improve our services.

Please do not send sensitive personal information through the Site. If you want information kept confidential, clearly mark it as confidential.

13) Privacy

Our Privacy Policy explains how we collect, use, and protect personal information. By using the Site, you agree to our privacy practices as described in the Privacy Policy.

14) Disclaimers

The Site is provided 'as is'. To the extent allowed by law, we do not guarantee that the Site will always be available, secure, uninterrupted, or error-free.

To the extent allowed by law, we are not responsible for losses caused by reliance on information on the Site.

15) Limitation of liability

To the extent permitted by law, we will not be liable for indirect or consequential loss arising from your use of the Site (including loss of profits, data, or business).

Nothing in these Terms limits rights you may have under applicable consumer protection law.

16) Indemnity

To the extent allowed by law, if you misuse the Site or breach these Terms, you agree to cover losses or costs we face because of that misuse (including reasonable legal costs).

17) Changes to these Terms

We may update these Terms from time to time. We will update the 'Last updated' date at the top of this document. If you continue to use the Site after changes are posted, you accept the updated Terms.

18) Governing law and disputes

These Terms are governed by the laws of the Republic of South Africa.

Disputes will be handled in the courts with jurisdiction where the venue operates, unless applicable law requires otherwise.

19) Contact

Questions about these Terms:

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