



*Encore*  
RESTAURANT & CONFERENCE CENTRE

## INFORMATION

2022

Encore Restaurant and Conference Centre is conveniently situated in the northern suburbs of Cape Town. Encore provides an up market, trendy atmosphere with breathtaking views of Table Mountain and Table Bay.

Encore is under proud management of the Northlink College Hotel School. We pride ourselves in the provision of good food and excellent service. Our staff is warm, friendly and always willing to attend to your every need.

Training is our *Main Ingredient!*

A unique experience, Encore Restaurant and Conference Centre is operated by Students under the supervision of seasoned, professional industry staff. Student training and superior customer service is our primary focus. At all times we endeavour to exceed the expectations of both our students and our guests.

With ample parking and breath-taking views, it is the ideal venue for that Special Day.

It is our pleasure to provide you with the following information with regards to our facilities and services Encore Restaurant and Conference Centre have to offer. Please do not hesitate to contact any of our personnel members to assist you with your specific requirements. Meet the team:

<b>Business Manager</b>	:	Ursula van Willing <a href="mailto:uvanwilling@northlink.co.za">uvanwilling@northlink.co.za</a>
<b>Banqueting Coordinator</b>	:	Chuma Putta <a href="mailto:encore@northlink.co.za">encore@northlink.co.za/</a> <a href="mailto:Chuma.Putta@northlink.co.za">Chuma.Putta@northlink.co.za</a>
<b>Head Chef</b>	:	Kathryn Line <a href="mailto:kline@northlink.co.za">kline@northlink.co.za</a>

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**CONTACT INFORMATION**

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Welgelegen, Panorama  
Private Bag X 1  
Panorama  
7506

## RESTAURANT / BANQUETING INFORMATION

### VENUE HIRING AND PACKAGES

The restaurant caters for a wide variety of function types, including breakfasts, lunches and dinners. These functions are subject to various packages on offer and time frames as below:

BREAKFAST EVENTS:	08H00 – 12H00
BRUNCH EVENTS:	09H00 – 14H00
LUNCHEONS:	12H00 – 16H00
DINNERS:	18H00 – 24H00

***NB: All Time Frames are subject to change and be amended depending on Covid-19 Level Restrictions and Curfew in place.***

### VENUE HIRE FEES

• BREAKFAST EVENTS (MAX 4 HOURS)	R4 000.00
• LUNCH EVENTS (MAX 5 HOURS)	R5 500.00
• EVENING / DINNER EVENTS	R6 500.00
• PER HOUR VENUE FEE	R1 900.00
<i>(PER HOUR VENUE FEE WILL ONLY APPLY TO USAGE FOR A MINIMUM OF 3 HOURS)</i>	

EXTRA VENUE FEE R1 100.00 PER HOUR  
*THIS RATE WILL ONLY APPLY IF THE VENUE IS NEEDED LONG BEFORE OR AFTER THE ORIGINAL TIME FRAME BOOKED.*

### MENUS AVAILABLE:

• <b>BREAKFAST MENU</b>	R80.00 – R150.00PP
• <b>FULL BRUNCH MENU</b>	R200.00PP
• <b>LUNCH MENUS</b>	
○ SET MENUS	R240.00 – R270.00PP
○ BUFFET MENUS	R270.00 – R300.00PP
○ SNACK MENU	R190.00 PER PERSON
• <b>DINNER MENUS</b>	
○ SET MENUS	R240.00 – R270.00PP
○ BUFFET MENUS	R270.00 – R300.00PP
○ SNACK MENU	R190.00 PER PERSON
• <b>OPTIONAL MENUS ON OFFER FOR SELECTED GROUPS ONLY</b>	
○ BRAAI MENU, 2 COURSE	R290.00PP (MIN 30 GUESTS)
○ POTJIE KOS BUFFET, 2 COURSE	R260.00PP (MIN 30 GUESTS)
○ HIGH TEA MENU	R200.00PP (MIN 30 GUESTS)

### **OPTIONAL EXTRA CHARGES AS PER CLIENT REQUEST**

- ARRIVAL DRINKS R45.00 PER PERSON
- ARRIVAL CANAPES / SNACKS R80.00 PER PERSON
- CORKAGE FEES FOR OWN WINES R25.00 – R35.00 PER BOTTLE
- JUICE PER JUG R40.00 PER JUG (1LITER)

#### **The standard restaurant venue includes the following:**

- Use of the venue for setup two (2) hours prior to the starting time of the function.
- The exclusive use of the venue, time frames applicable to Covid-19 Lockdown Level Restrictions
- Tables (round and rectangular available) and chairs
- All glassware, cutlery and crockery.
- Table linen: Please enquire about available selection
- A fully licensed bar facility
- Use of the standard restaurant equipment (as specified below)
- Full setup of the venue according to clients' requirements.
- All waiters, bartenders and chefs

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### **STANDARD RESTAURANT EQUIPMENT**

#### **The following standard equipment is included in the package of your choice**

- PA System with cordless Shure microphone (microphone stand also available)
- Lectern / podium (subject to availability)
- Yamaha Traditional upright piano and chair
- OFA Bluetooth Music Receiver with Yamaha surround sound speakers

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### **RESTAURANT CAPACITY**

#### **The following number of guests can be accommodated in the restaurant area in:**

**(the number of people is based on Covid-19 Social distancing protocol)**

- Sit down Set Menu: 50 – 55
- Sit Down Buffet Menu: 50 – 55
- Standing Cocktail functions: 70

**Restaurant capacities can be negotiated at management's discretion.**

## MENUS SELECTION

The following menus are available as part of the package selected

- Breakfast Menus
- Set Menus
- Buffet Menus (Groups of 30 and more)
- Snack Menus
- High Tea Menus
- Braai Menus (available on request only and weather depending)
- Potjie Kos Menu (available on request and weather depending)

Please note that all menus and menu items are negotiable and can be re-quoted according to necessary changes. No food will be allowed to be removed from the premises on the client's requested menu should any be leftover. Encore has a strict **NO "TAKE-AWAY"** policy.

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## DIETARY REQUIREMENTS

Please note that we do not cater strictly Halaal or Kosher, as we do not have the facilities. Our menus can be prepared Halaal friendly, which means that all pork and alcohol products will be eliminated from the menu. For strictly Halaal and Kosher meals, meals will be purchased from the restaurant's preferred supplier at the cost per person as indicated by the supplier or caterer. A 20% surcharge will be added to the quoted amount from the supplier. Special meal requirements i.e. Halaal, Vegetarian or Kosher are to be indicated five (5) days prior to the function.

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## FUNCTION CONTRACT

A detailed function contract for banqueting functions will be forwarded to the client on booking the restaurant. This document should be read attentively and a signed copy of the contract will be required in order to confirm any booking in writing. Once the signed contract has reached Encore Management, the deposit payment schedules will be discussed.

All booking queries needs to be confirmed or cancelled within 5 days of the original booking query date. All contracts must be signed and sent back within 5 days of the booking request.

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## BEVERAGE AND WINE LIST

As per the venue hire a fully licensed bar facility is available. The bar facility includes a wide range of local and imported products. These include soft drinks, beers, ciders, spirits, liqueurs etc. Our wine list has been expertly compiled and boasts a wide selection of sparkling, red and white wines. Guests are encouraged to seek assistance in their wine selection to ensure the wine compliments the food.

A corkage fee of **R 25.00** per bottle (750 ml only) will be charged for wines and sparkling wines brought on to the premises. Should the client supply the same wine available on our wine list a corkage fee of **R 35.00** will be charged. No other beverages may be brought on to the premises.

All selections of fruit juices and choices of Welcome drinks must be supplied by Encore. Clients are only allowed to provide their own wine and sparkling wine if not purchased from the Encore Wine List.

### Bar operational hours:

Due to our latest Liquor Law, the cash bar facility will only be open from 10:00 am until 24:00 pm each day.

The last rounds are to be called at 23:30 pm.

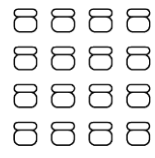
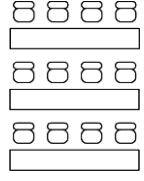
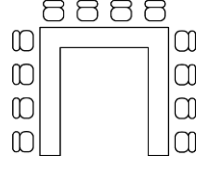
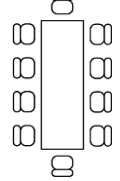
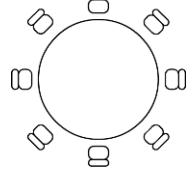
*In lieu of all Covid-19 Level restrictions and Curfew amendments, the bar operational times will be amended accordingly*

## CONFERENCE INFORMATION

### ROOMS AND CAPACITY

The Conference Centre consists of three rooms: Bravo and Voila, both equipped with state-of-the-art audiovisual equipment, which can also be converted into one Multi-room. Indaba, the boardroom, complete with handcrafted table and panoramic view of Cape Town and the surrounding areas.

Conference rooms can accommodate the following number of delegates as per the required setup styles. **NB: These numbers are based on capacity prior to Covid- 19 social distancing. The totals can change at management's discretion.**

					
Room	Cinema	Classroom	U-Shape	Boardroom	Banqueting
Bravo	60	55	23	-	40
Voila	60	55	23	-	40
Indaba	-	-	-	24	-
Multi-room	120	110	40	-	80

## CONFERENCE PACKAGES

The following conference packages are available

FULL & HALF DAY CONFERENCE PACKAGE INCLUDING LUNCH AND REFRESHMENTS		
FULL DAY	PRICE	DESCRIPTION
Full Day	R 425.00pp	<b>Arrival</b> : Coffee, Tea, Juice and Refreshment (please select 1x option) <ul style="list-style-type: none"> <li>❖ Honeyed Muesli, Yoghurt and Fruit Compote breakfast cups</li> <li>❖ Selection of Danishes and Croissants</li> <li>❖ Selection of Homebaked Biscuits and Rusks</li> </ul>
Half Day	R 350.00pp	<b>Mid-Morning</b> : Coffee, Tea, Juice and Refreshment (please select 1x option) <ul style="list-style-type: none"> <li>❖ Selection of Sweet and Savoury Muffins</li> <li>❖ Selection of Savoury Snacks (4 items chef's choice)</li> <li>❖ Seasonal Fruit Platters</li> <li>❖ Selection of Sandwiches / Crostini Sandwiches</li> </ul> <b>Lunch</b> : Two-Course Lunch – Main and Dessert Course (select from the menu provided) : Finger Snack Lunch – 8 items snack menu (select from the menu provided) Coffee, Tea, Juice incl with Lunch service  <b>Mid-Afternoon</b> : Coffee, Tea, Juice and selection of Sweet Snacks
FULL & HALF DAY CONFERENCE PACKAGE EXCLUDING LUNCH		
FULL-DAY	PRICE	DESCRIPTION
Full Day	R 275.00pp	<b>Arrival</b> : Coffee, Tea, Juice and Refreshment (please select 1x option) <ul style="list-style-type: none"> <li>❖ Honeyed Muesli, Yoghurt and Fruit Compote breakfast cups</li> <li>❖ Selection of Danishes and Croissants</li> <li>❖ Selection of Homebaked Biscuits and Rusks</li> </ul>
Half Day	R 200.00pp	<b>Mid-Morning</b> : Coffee, Tea, Juice and Refreshment (please select 1x option) <ul style="list-style-type: none"> <li>❖ Selection of Sweet and Savoury Muffins</li> <li>❖ Selection of Savoury Snacks (4 items chef's choice)</li> <li>❖ Seasonal Fruit Platters or Kebabs</li> <li>❖ Selection of Sandwiches / Crostini Sandwiches</li> </ul> <b>Mid-Afternoon</b> : Coffee, Tea, Juice and selection of Sweet Snacks

All rates include Venue Fee charges. All conference venues to include:

- Mints
- Mineral water
- Folders, papers and pens for delegates
- Sanitiser hand wipes for delegates
- AV equipment (screen, projector, Audio, flipchart stand, paper and markers, whiteboard and markers)

CONFERENCE ROOM PER HOUR RATES (EXCLUDES CATERING) MAX 3 HOURS	PRICE / COST	
SINGLE ROOM (BRAVO / VOILA / INDABA) CONFERENCE HIRE PER HOUR	R	1800.00
MULTI-ROOM CONFERENCE HIRE PER HOUR	R	2000.00

LUNCH SERVICE ONLY MENU OPTIONS: NOT PART OF THE PACKAGE	PRICE / COST	
ONE COURSE LIGHT LUNCH (CHOOSE YOUR OWN MENU)	R	95.00PP
CHEF'S CHOICE LIGHT LUNCH, ONE COURSE (CHOICE BETWEEN 2 MAINS SERVED PLATED)	R	115.00PP
TWO COURSE SET MENU, MAIN AND DESSERT (CHOOSE YOUR OWN MENU)	R	200.00PP
FINGER SNACK LUNCH / PLATTERS (CHOOSE YOUR OWN MENU)	R	160.00PP
TWO COURSE CHEF'S CHOICE BUFFET LUNCH (MIN 30 PAX)	R	220.00PP

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## STANDARD CONFERENCE EQUIPMENT

All conference packages include the following standards:

- Folder, pen and paper for all delegates
- Mints and Mineral water (Still and Sparkling)
- Flipchart, Whiteboard and Markers
- Air-conditioning

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## AUDIOVISUAL EQUIPMENT

The conference rooms Bravo and Voila offer the following state of the art audiovisual equipment as part of the standard conference packages:

1. JBL Speakers
2. Mixing decks and amplifiers to ensure direct audio feed



3. Mixer and Wireless Lapel Microphone and Roaming Microphone per venue
4. DELL data/ video projectors that are ceiling mounted
5. White pull down Screens
6. Full HDMI connection and WiFi

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## REFRESHMENT AND MENU SELECTIONS

All refreshment breaks are included in the various conference packages. As per the relevant conference package a set selection of Chefs Choice refreshments is available at the scheduled break times

Lunch menus are available to conference packages containing lunch options. It should however be noted that regardless of the option chosen, all light lunches, buffets and set menu desserts are Chefs' Choice for the specific day. **No food will be allowed to be removed from the premises from the client's requested menu should any be leftover. Encore has a no "take-away" policy.**

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## DIETARY REQUIREMENTS

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## BOOKING AND CONFIRMATION

For a conference reservation at Encore Restaurant, a minimum of 10 guests are required. Where the guest attendance of 10 is not met, the charge will be made for 10 guests. Confirmation of a conference is required within seven **(7) days** after the initial enquiry was made. Any booking enquiries that may be urgent or a late notice will only be considered if the enquiry date is a minimum of five **(5) days away** from the actual function date.

The final number of guests must be confirmed seven (7) days prior to the function as per the maximum room capacity mentioned above. Payment for the function will be according to the number of guests as per the seven (7) days' confirmation. Bookings will only be confirmed once the 50 % deposit has been paid and a signed copy of the reservation form has been received.

## **DEPOSIT AND PAYMENT PROCEDURES**

On confirming a conference reservation, a deposit of 50% of the total quoted amount is payable to Encore Restaurant and Conference Centre. The Banqueting Officer will confirm the amount. All deposits need to be paid on confirmation of the function. All conference functions and/or outstanding balances must be paid in FULL two (2) days prior to the event and/or function date. Payments can be made in cash, by cheque, credit/ debit card or electronic bank transfer. All proof of payments must please be faxed or emailed to Encore Restaurant and Conference Center, marked for the Banqueting Officer's attention.

Any extra's that may occur on the day of the event will be invoiced separately and sent to the client's account department after the function. Payment for these outstanding balances must be done in full within 3 days after the conference booking date. All proof of payment must again be forwarded to the Banqueting Officer.

Encore does not allow for Debtor/Creditor accounts and no functions will be catered for if payment is not received in full prior to the function date.

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## **CANCELLATION CLAUSE**

Encore Management reserves the right to cancel a reservation without liability on its part. Conditions beyond management's control (such as shortage of labour or food supplies, strikes, industrial unrest, lockouts, or if the event is anticipated to include inappropriate, undesirable or controversial activity) will lead to a cancellation. Encore Restaurant and Conference Centre will have the right to terminate the reservation upon refunding 50% of the patron's deposit paid.

Encore Restaurant and Conference Centre will also reserve the right to cancel any catering requirements on functions booked should payment not be made in full prior to the function date without refunding the clients' deposit payment already made. This payment will serve as a cancellation fee.

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## **NON-REFUNDABLE DEPOSIT AND CANCELLATION**

Cancellation of a confirmed booking 2 weeks (14 days) or less days prior to the function date will result in billing 50% of the total invoice amount or quote. The Banqueting Officer will confirm this amount. Cancellation of a confirmed booking seven (7) days or less prior to the function date will result in billing 100% of the total invoice amount or quote. Deposits paid for functions are refundable should the function be cancelled within three (3) weeks prior to the function date.

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## OPERATING HOURS

**Encore Restaurant and Conference Centre will be open from 07:30 am until 16:30 pm.**

The venue will be available to the client from 07:30 only for any additional set-up required for the specific conference. All conferences are to end strictly by 16:30 as the conference centre and restaurant must be evacuated by 17:00.

Please note that an **additional venue hire fee of R 1100.00 per hour** or any part thereof will be charged should the client request the **venue for an extended time after the original operational hours agreed upon/ stipulated.** Clients must also please remove all extra equipment, décor, banners, products display, etc. on the same day unless prior arrangements have been made with Management. Should the property be left by clients without management's approval we will not be held liable for any missing items, losses or damages.

### Full-day conference operational hours:

Full-day conferences from **07:30 – 16:30**

07:30 – 08:00	Setup
08:00 – 16:30	Catering / Conference / Workshop / Meeting
16:30 – 17:00	Ending

### Half-day conference operational hours:

Morning Half-day conference from **08:00 – 12:00**

07:30 – 08:00	Setup
08:00 – 12:00	Catering / Conference / Workshop / Meeting
12:00 – 12:30	Ending / Lunch Service

Afternoon Half-day conferences from **12:00 – 16:30**

12:30 – 13:00	Setup / Lunch Service
13:00 – 16:30	Catering / Conference / Workshop / Meeting
16:30 – 17:00	Ending

### Catering Hours

Catering hours will **strictly start at 08:00 am**, should the client request any food requirements up and above the catering included in the conference package.

Breakfast Service will be from 08:00 am – 11:00 am and Lunch from 12:00 pm – 15:00. No meals will be kept for guests outside the above time frames.