

Payment Policies

Pear Tree Restaurant B7 QR-code pay-at-table payments

These policies apply to bills paid at Pear Tree Restaurant through Splittable. Pear Tree Restaurant is the merchant, Peach Payments processes payments through Pear Tree Restaurant's Peach Payments account, and Splittable provides the pay-at-table interface.

Select a policy above to read more. These policies do not cover reservations or voucher purchases.

Merchant & payment support

Merchant: Pear Tree Restaurant (trading name)

Business / legal entity: Pear Tree

Registration number: 2014/095123/07

Location: No. 2 Godfrey Cottages, Village Square, Hermanus, 7200, Western Cape, South Africa

Telephone: 028 313 1224

Contact: info@pear-tree.co.za

Pear Tree Restaurant is the merchant of record. Peach Payments is the payment processor under Pear Tree Restaurant's own merchant account. Splittable supplies the pay-at-table interface.

Cancellation Policy

SPLITTABLE / PEACH PAYMENTS

Applies only to QR-code pay-at-table payments at Pear Tree Restaurant.

Before payment

If you have not yet confirmed a payment through Splittable, you may choose not to proceed. Please tell your waiter or a restaurant manager if your bill needs to be checked, corrected or split differently before you pay.

After payment

Once you have confirmed payment and it has been successfully processed, it cannot simply be cancelled in the Splittable interface. If you believe the amount was incorrect or you paid in error, notify Pear Tree Restaurant promptly. Pear Tree Restaurant will review the transaction and, where appropriate, arrange a refund through the relevant payment channel.

Multiple payers

When a bill is being split, cancelling your own unpaid payment attempt does not cancel amounts already paid by other customers or remove the underlying restaurant bill.

Contact

For payment support, speak to the manager on duty or call [028 313 1224](tel:0283131224). You can also email info@pear-tree.co.za.

For another aspect of payment, see the [full payment policy overview](#).

Refund Policy

SPLITTABLE / PEACH PAYMENTS

Applies only to QR-code pay-at-table payments at Pear Tree Restaurant.

When a refund may be due

Pear Tree Restaurant will consider refund requests for duplicate payments, overpayments, payments charged in error, agreed adjustments to a restaurant bill, and other circumstances where a refund is required by applicable South African law.

How to request a refund

Notify a Pear Tree Restaurant manager as soon as possible, preferably before leaving the restaurant. If discovered later, call [028 313 1224](tel:0283131224) or email info@pear-tree.co.za. Include the date of your visit, amount paid, and receipt or payment reference if available. Never send a complete card number, PIN or CVV.

Review and processing

Pear Tree Restaurant, as the merchant, reviews and authorises refunds. Pear Tree Restaurant aims to acknowledge a refund request within **2 business days** and provide an initial outcome or progress update within **5 business days** after receiving enough information to investigate. Complex disputes may take longer and Pear Tree Restaurant will communicate any delay. Once approved, a card refund will ordinarily be initiated through Pear Tree Restaurant's Peach Payments account to the original payment method, where supported. The time for funds to reflect is determined by the payment provider, card network and customer's bank; Pear Tree Restaurant cannot guarantee the banking settlement date.

Disputes

If there is a payment dispute, please first contact Pear Tree Restaurant so it can investigate and resolve the concern. This does not affect any rights you may have to

approach your bank or exercise statutory consumer rights.

For another aspect of payment, see the [full payment policy overview](#).

Return Policy

SPLITTABLE / PEACH PAYMENTS

Applies only to QR-code pay-at-table payments at Pear Tree Restaurant.

Restaurant services and consumables

Splittable is used to pay for food, drinks and restaurant services already ordered or supplied at Pear Tree Restaurant. As these are consumable goods and hospitality services, physical returns are generally not applicable in the way they are for goods purchased online.

Problems with an order

If an item is incorrect, defective, unsafe or not as ordered, please alert the waiter or manager promptly. Depending on the circumstances and applicable law, Pear Tree Restaurant may correct or replace the item, adjust the bill, or provide an appropriate refund.

Payment errors are different

If the food or service was satisfactory but the QR payment was duplicated or the amount was incorrect, please refer to the Refund Policy above.

Consumer rights

Nothing in this policy excludes or limits any non-excludable rights under the South African Consumer Protection Act or other applicable law.

For another aspect of payment, see the [full payment policy overview](#).

Terms & Conditions

SPLITTABLE / PEACH PAYMENTS

Applies only to QR-code pay-at-table payments at Pear Tree Restaurant.

Service and parties

Splittable makes it possible for customers to view and pay a Pear Tree Restaurant restaurant bill on their own device using a QR code. Pear Tree Restaurant is the seller and merchant of record. Peach Payments processes the transaction through a Peach Payments merchant account registered to Pear Tree Restaurant. Splittable provides the pay-at-table technology and is not the seller of the food or drinks.

Bills and split payments

The amount displayed is based on Pear Tree Restaurant's restaurant bill information. You should check the items, amount, selected share and any optional tip before confirming payment. If anything is incorrect, ask Pear Tree Restaurant staff to amend or clarify the bill before payment. Where a bill is split, each customer is responsible for the amount they authorise, and any unpaid balance remains due to Pear Tree Restaurant.

Payment authorisation

By submitting a payment, you authorise the stated amount to be processed using the payment method you select. Available payment methods and authentication steps depend on the payment interface, Peach Payments and your card issuer. A payment is complete only when the transaction is confirmed as successful; an attempted or declined payment does not settle the bill.

Tips

If the interface offers a tip, it is voluntary. Please check the amount before authorising payment.

Security and privacy

Do not share payment credentials or one-time passwords. Peach Payments and relevant payment partners facilitate card processing. Pear Tree Restaurant uses payment and transaction information to reconcile bills, respond to enquiries and handle refunds. Personal information must be handled in line with applicable South African data-protection law, including POPIA. See the website's [privacy information](#) where published, or contact Pear Tree Restaurant to ask how your information is handled.

Corrections, refunds and legal rights

Billing issues, adjustments and refund requests are handled by Pear Tree Restaurant in line with the policies above. Nothing in these terms limits rights or remedies that cannot lawfully be excluded under South African law.

Contact and governing law

For payment support, speak to the manager on duty or call [028 313 1224](tel:0283131224). You can also email info@pear-tree.co.za. These terms are governed by the laws of South Africa.

For another aspect of payment, see the [full payment policy overview](#).

Merchant details

Trading name: Pear Tree Restaurant

Registered entity: [INSERT REGISTERED ENTITY NAME]

Registration number: [INSERT REGISTRATION NUMBER IF APPLICABLE]

Physical address: No. 2 Godfrey Cottages, Village Square, Hermanus, 7200, Western Cape, South Africa

Telephone: [028 313 1224](tel:0283131224)

Customer enquiries: info@pear-tree.co.za