

## **CONFERENCE VENUE TERMS & CONDITIONS OF PAYMENT**

A non-refundable deposit of 50% is required in order to secure your booking. Our bank account details are as follows: ABSA Bank – Arcadia Branch, Account Number: 1025902293. Bookings will only be confirmed when proof of payment is received. Please ensure that your name is put as the reference on deposit slips and Internet transfers. This deposit only guarantees availability for the date originally booked. Please note that this deposit will not be refunded should cancel your function. Should you need to postpone your conference, 50% of your initial deposit will be forfeited.

- ❖ The balance of the payment must be received 14 days prior to the conference date.
- ❖ Vivere Country House and Conference Venue may accept another booking in place of yours should your deposit or final payment not be received before the specified dates in your contract.
- ❖ Final guest numbers, special menu requests and room allocations must be received a minimum of 7 days prior to your function.
- ❖ In the event that the booking or part thereof is cancelled within 14 days prior to the function a 100% cancellation fee will apply. Please note that prices are subject to change.
- ❖ There after all charges incurred during your function are to be settled in full on departure i.e. bar account, damages and incidentals. The package price per person remains the same even if the delegate does not want all of his/her meals etc. Partners/guests staying with conference delegates will be charged accordingly.
- ❖ Day visitors e.g. guest speakers, facilitators etc. must be included in your final delegate numbers. This also applies to people arriving to visit with conference delegates and possibly eat a meal with them.
- ❖ Our conference facilities will be made available to you from 8h00 to 18h00 for full day conferences. A surcharge will apply should you require the conference room for longer periods.
- ❖ Room check-in is at 14h00 and checkout is before 10h00 unless otherwise stated.
- ❖ Please confirm in advance what equipment you will need as well as your seating requirements and daily agenda by completing a conference information sheet and faxing it to us no later than 14 days prior to your conference.
- ❖ Vivere Country House & Conference Venue will not be held responsible for any problems what so ever arising from outsourced suppliers.
- ❖ Vivere Country House & Conference Venue is situated in the “Tiegerpoort” Nature Reserve & Game Farm” and is bound by this to restrict matters such as excessive noise. Volume levels will be monitored and if management (in their absolute discretion) form the opinion that the music is too loud, they

reserve the right to either turn down the volume or put it off completely. All teambuilding activities are to be coordinated through Vivere Country House & Conference Venue management to ensure no damage is done to the property.

- ❖ All bank charges for negotiation of foreign payments are for the clients account.
- ❖ Vivere Country House & Conference Venue or any of its employees do not accept responsibility for any loss or damage by whatever cause. All damage to the venue, cutlery, crockery, linen and furniture will be charged directly to the client.
- ❖ Vivere Country House & Conference Venue does not accept responsibility for any losses or inconvenience due to power failures or acts of God.
- ❖ Staff gratuity is always welcome, as a service fee is not included in your bill.
- ❖ Wine lists & bar prices are available on request. The prices shown are current. Prices applied will be as per those ruling at the date of the function.
- ❖ If, during the course of your function, Management or Owners of Vivere Country House & Conference Centre (in their absolute discretion) form the opinion that a guest or guests have become intoxicated, the Vivere Country House & Conference Venue reserves the right to suspend service of alcohol to any such guest/s, and/or to require such guest/s to leave the licensed areas of the premises. If this occurs, you will be informed immediately, and your assistance is requested to ensure the minimum of disruption to your function and to the enjoyment of other guests.

## **TERMS & CONDITIONS HEREBY ACCEPTED**

**Date of conference:**

**Name:**

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**Signature:**

**Date:**

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