

## **MENU SELECTION**

Our extensive menus are interchangeable to accommodate your personal requirements. Copies of our menus are available on request.

- Annual food increases will be of immediate effect in January of every year for the year ahead. Menu prices remain subject to change due to economic factors during the course of the year.
- Children under the age of 8 years will be charged 50% of the agreed adult menu price. Children under the age of two years will not be charged.
- Food may not be brought onto the premises.
- Food may not be taken off the premises.
- Please note that your entire guest amount must be catered for; applicable to any and all menu options available on our menu selector.
- Suppliers (DJ, photographer etc.) contracted to work at the Reception will be included in the total guest amount/selected menu for catering purposes.

## **SERVICE FEES**

To ensure the guests' relaxation and comfort during any function, waitrons are employed to attend to their every need without the expectation of a gratuity. This service is compulsory and the minimum requirements are:

- Plated menus require one waitron per table for up to 10 guests.
- Halaal functions require one waitron per table for up to 10 guests.
- Buffet menus require one waitron for every two tables of up to 10 guests each as well as 3 runners per function.
- A headwaiter is employed over and above the above mentioned quota to serve the main table only. Should there be over 8 guests seated at the main table an additional head waitron is required for the main table only.
- Waitrons / runners are charged at R38 per waiter per hour with a minimum 6 hour shift (R228-00 per waiter).
- One bar attendant per 25 guests will be needed for all types of bar requirements, to a maximum of three up to 180 guests and four up to 250 guests. Should the total guest amount exceed 250, additional barmen would be required; this can be liaised with your co-ordinator.
- Bar attendants are charged at R38 per barman per hour with a minimum of an 8 hour shift (R304-00 per barmen for 2009).
- Bar attendants are compulsory for Alcoholic as well as Non-Alcoholic functions.
- Should waiters work longer than six hours, the standard rate per hour per waiter will

be charged, until the venue overtime rate is applicable. (Please see cut-off times.

- Service charges are subject to change without prior notice.

## **BAR SERVICES**

We require clients to brief us regarding their requirements for the provision of a Full Bar, Wine, Malt, Soft drink Bar or a Cash Bar. Clients are welcome to set a limit on the total bar expenditure for their account. In order to maintain control of this account, we are willing to supply a regular reconciliation of the bar account during the function.

- Should waiters work longer than six hours, the standard rate per hour per waiter will be charged, until the venue overtime rate is applicable. (Please see cut-off times.)
- Bar prices are subject to change without prior notice.
- An updated list of bar prices is available on request.
- Wine orders need to be placed two weeks prior to a function. Wine orders are limited to; two Sparkling Wine / Champagne options, three white wine options, two red wine options.
- No beverages (wines, spirits, beers or soft drinks) may be brought onto the premises
- Any changes to the bar requirements at any stage are to be done so in writing.
- Corkage will be charged for “dinky” bottles (supplied by the client as party favours / bonbonniere) should guests open these.

## **SET UP AND CUT OFF TIMES**

Set up time is during office hours of 08h00 to 17h00 prior to functions in each venue. The ceremony area and venue will be ready / set up 3 hours prior to the start time of the ceremony. Anyone making alternative arrangements must ensure that these are documented on the function sheet at the final appointment.

An overtime rate of R500-00 per half hour or part thereof will be charged either 8 hours after the start of the function service or at 00h30 whichever is the earliest. This will automatically be added to your account at the end of the function. The R500-00 includes a manager, headwaiter, two waiters and two barmen.

Overtime will also be charged should the client's décor breakdown exceed standard functions times or overtime paid for.

## **FURNITURE AND EQUIPMENT**

The provision of ACPP standard furniture and equipment is at no extra charge. Please ensure that the equipment requested is satisfactory in advance of your function. Any additional items should be supplied or hired by the client at the client's cost.

- Should clients require the folding of our napkins completed with detail (e.g. ribbon, raffia) supplied by the client, a fee of R2.50 (incl. VAT) per napkin will be charged. This will be confirmed and charged for two weeks prior to the function date.
- No permanent alterations are allowed, to include nails or hooks in the walls, roof or

frames. Any damage to ACPP property including linen, beyond reasonable wear and tear will be charged accordingly.

## **CONFIRMATION & DEPOSIT PAYMENTS**

- To confirm a reservation a copy of this contract is to be signed within 5 days of making the reservation. Once the signed contract has been received together with proof of payments the booking will be confirmed.
- Deposit payments are required as follows:
- Conference or function – 50% deposit of quote is required together with R5000 refundable losses and breakages deposit, to confirm booking.
- Banking details:
  - Bank – FNB
  - Account – ACPP 2
  - Account number – 62259554915
  - Branch Code - 250655
- Outstanding 50% needs to be settled 7 days before function.
- In the event of non-payment of the fees within the time specified, ACPP shall be entitled to cancel the booking.
- All monies are non-refundable once paid by the client.
- On the day of the function the balance of the bar account is settled, this may only be done so with a credit card or cash.
- Any possible overtime costs and costs for damages/breakages will be taken out of the R5000 refundable deposit paid by you. This deposit will be paid back within 7 days of your function.

## **CANCELLATION**

- In the event of the conference / function being cancelled or postponed:
- 21 days prior or to the date of event - 50% of the total estimated amount will be charged.
- 14 days prior or less to date of event - 100% of total estimated amount will be charged.
- 40-21 days prior to arrival = 50% of the total cancelled reservation value.
- 20-8 days prior to arrival = 75% of the total cancelled reservation value.
- 7-0 days prior to arrival = 100% of the total cancelled reservation value.
- All monies are non-refundable once paid by the client. Any refund will be on the same basis as per the first point above.
- ACPP reserves the right to cancel any booking forthwith and without liability on its part in the event of any damage to, or destruction of the venue by fire, shortage of labour, strikes, industrial unrest, or any other cause beyond the control of ACPP which shall prevent it from performing its obligations. In these circumstances every effort will be made to find an alternative venue.
- All changes and cancellations to be made by the client in writing and signed of

## **AFTER HOURS**

- After 12:00am R900.00 will be charged per hour thereafter.

## **RISK/LOSS/DAMAGES**

- While ACPP features emergency water tanks and a full backup generator set, we shall not be held liable for interruptions of services (water, electricity, sanitary).
- Whilst every precaution will be taken to ensure the safeguarding of your belongings, ACPP will not be liable for loss or damage to any property whatsoever (décor props, signage, valuables, etc). We recommend that all personal and valuable property be removed directly after the conference/function.
- Should the ACPP building, surrounding gardens, décor or napery be damaged by the client or any of the client's suppliers during the set-up or break down operations of the conference, the client shall be held responsible and will be billed accordingly.
- ACPP, its employees or any person employed at any conference will not be held liable for any loss or injury to persons, due to negligence or any other cause whatsoever.
- ACPP reserves the right to refurbish and upgrade the venues from time to time.

Name & Surname : \_\_\_\_\_

Date : \_\_\_\_\_

Signature ; \_\_\_\_\_

*Please fax this signed document back to us together with proof of payment and your function form to 086 6572233.*