



Terms and Conditions may change from time to time, so please check with Lord's Signature Hotel that you are signing an updated/latest form.

**AGREEMENT BY AND BETWEEN:**

**LS Hotel Pty Ltd  
Lord's Signature Hotel  
53 Raymond Street  
Risiville**

(Hereinafter referred to as the Function Venue)

**AND**

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(Hereinafter referred to as the Client)

**Wedding, Function or Conference Date**

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**GENERAL TERMS AND CONDITIONS**

**For Weddings, Functions and Conference's**

**Preamble**

The Function Venue, Hotel and Conference Centre is owned by LS Hotel (Pty) Ltd and is used as a property by Lord's Signature Hotel which has been placed at the disposal of the Client for the date as agreed upon by both parties.

**Accommodation**

Non-S.A. Residents: To ensure legal compliance with the South African Immigration Act of 2004, as documented in the Government Gazette dated 11 October 2004, it is mandatory to record the information listed in the schedule annexed here to named "Personal Particulars of Non-S.A. Residents", for all non-South African Residents residing in a Hotel. To facilitate this legislation, it is necessary for the group rooming list to include the following information for individual guests, who are non-South African residents. Surname / First Name / Passport No / Residential Status / Residential Address / Home Telephone Number / Mobile Telephone Number / Office Telephone Number / E-mail Address.

- ❖ Rates quoted are per person per night and include breakfast.
- ❖ Check in time is 07:00 for the bride and 14:00 for all other guests. A fee of R120 per room is levied should guests wish to check in at 13:00. This is payable when confirming the booking.
- ❖ Children under the age of 2 years will stay complimentary when sharing a room with adults. One child allowed per Room.
- ❖ A 100% deposit confirms the booking, room extras payable on departure at the Hotel Reception.
- ❖ Wedding guests to make use of bride's name as a reference when booking.
- ❖ Lord's Signature Hotel reserves the right to amend its prices at any time.



- ❖ Please note that all rooms are non-smoking

## **Specials**

Complimentary rooms must be used on the night of the function. Should there be no rooms or a limited amount of rooms available on the night of your function, Lord's Signature Hotel will issue you with vouchers valid for two months to use the rooms on another weekend night. Vouchers are not transferable or exchangeable for cash.

- ❖ Should you cancel or move your booking the specials offered will not be valid.
- ❖ Added specials to your menu cannot be exchanged for other dishes or cash.

## **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 regardless when booking was made.
- ❖ Menu prices remain subject to change due to economic factors during the course of the year.
- ❖ Children under the age of 12 years will be charged 50% of the agreed adult menu price. Children under the age of 6 years will not be charged.
- ❖ Food may not be brought onto the premises and 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.
- ❖ Should an outside caterer be used for specialized dietary requirements such as Kosher or Halaal catering for the entire function, a surcharge of R150.00 per person for 2018 (including children and subject to an annual increase effective in January of every year) will apply. Please speak to your coordinator regarding the options available
- ❖ Should your actual number of guests on the day of your wedding, function or conference exceed the number confirmed you will be charged the quoted menu cost plus a 50% surcharge.
- ❖ We cater for amount of guest attending your wedding, function or conference any food that is left over will not be allowed to be taken away, no exception will be made on this matter.

## **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 weddings require one waitron per table for up to 10 guests.
- ❖ Buffet menus require one waitron per every 2 tables for up to 10 guests per table.



- ❖ 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 waiter is required for the main table only.
- ❖ Waitrons / runners are charged at a minimum 8 hour shift @ R350.00 per waiter for 2018
- ❖ Prices are subject to change without prior notice.
- ❖ 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 may be required.
- ❖ Bar attendants are compulsory for Alcoholic as well as Non-Alcoholic functions.
- ❖ Should waiters work longer than eight 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.

- ❖ Bar attendants are charged a minimum of an 8 hour shift.
- ❖ Should the Barmen work longer than 8 hours, the standard rate per hour per barman 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. Annual bar price increases can be expected every year.
- ❖ 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.
- ❖ Any changes to the bar requirements at any stage are to be done so in writing.
- ❖ No food or beverage may be brought onto the property, into the accommodation or into function rooms by the Customer or his guests for consumption on the premises, unless the prior written consent of the Hotel has been obtained. This also applies to "dinky" bottles / party favours and gifts. A R10 000.00 fine will be on the final account of the Bride and Groom if any guest of theirs is caught with alcohol not supplied by Lord's Signature Hotel

### **Set Up and Cut Off Times**

Set up time is during office hours of 08h00 to 15h00 prior to functions in each venue. Please note we can offer you the option to setup the day before if the venue is not booked for a function or else you can only start setting up on the day of your function. The ceremony area and venue must be ready and 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 R1000-00 per hour or part thereof will be charged after 24:00 This will automatically be added to your account at the end of the wedding, function or conference. The R1000-00 includes use of the venue, a manager, headwaiter, two waiters and two barmen.
- ❖ Overtime of R1000-00 will also be charged should the client's décor breakdown exceed standard function times or overtime paid for.

Lord's Signature Hotel reserves the right to show a Venue to potential customers during the set-up time of all private functions.

## **Furniture and Equipment**

The provision of Lord's Signature Hotel 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. We will gladly arrange this for you.

- ❖ No fireworks will be allowed on the Lord's property, it's also Midvaal council law.
- ❖ No live animals will be allowed on the Lord's property without prior written permission.
- ❖ Hooting and loud music will not be permitted in public areas.
- ❖ Conference set up will be done and 3 Flip Chart will be available. we have an overhead projector that can be used at a cost of R750.00 per day (if not included in your package)
- ❖ Music equipment (i.e. your DJ's speakers etc) may not be set up outdoors. Unless pre-arranged.
  - ❖ Patio doors will be closed from 22:00 to avoid sound from travelling to neighboring properties.
  - ❖ Candles may not be placed directly on the linen. Lord's reserves the right to remove the candles if necessary. Candleholders should be wide enough to ensure no wax damage to the linen. Should Lords have to provide candle bases, a surcharge will be levied.
- ❖ No permanent alterations are allowed, to include nails or hooks in the walls, roof or frames. Any damage to Lord's property including linen, beyond reasonable wear and tear will be charged accordingly.
- ❖ Legislation prohibits smoking in public areas. Rooms and all Function and Wedding Venues are Non-smoking. Guests are required by Law to smoke in designated Smoking areas. If any guest are founded not obeying this law a fine of R15 000.00 will be charged.

## **Appointments and Payment Requirements**

Lord's Signature Hotel operates on a cash basis, credit and debit cards or EFT will be accepted for pre payments.

- ❖ Bookings are secured by payment of the agreed amount.
- ❖ 60 days prior to the wedding, function or conference menus are confirmed and 50% of the total invoice is payable.
- ❖ 14 days prior to the wedding, the balance of the bill is payable
- ❖ A final appointment will be scheduled 2-3 weeks prior to the wedding, function or conference in the event of non-payment of fees, the coordinator will not be able to schedule this final appointment.
- ❖ The following must be confirmed 2 weeks prior to wedding, function or conference > Schedule, procedures of wedding / function or conference, floor plans > Final number of guests.
- ❖ Should this final guest number increase after the final appointment full payment must be made minimum 3 days prior to the wedding.
- ❖ Bar requirements and 50% of estimated bar bill payable (credit card, EFT or cash only) and additional food charges if any.
- ❖ On check out the day after the wedding, function or conference the balance of the bar account is settled as well as any possible overtime costs and costs for damages / breakages. This may only be done so with a credit card, EFT or cash at the Hotel Reception.

## **Risk/Loss/Damages**



- ❖ No paper confetti, streamers or rice are allowed at Lord's. You are welcome to use flower petals, bubbles. If other confetti types are used regardless of the agreement, the client will be charged per hour for casual cleaning staff.
- ❖ A refundable breakage deposit will be charged of R1000.00. A detailed invoice will be provided with the deductions if the damage's exceed the R1000.00 the client will be liable to pay the difference.
- ❖ We shall not be held liable for interruptions of services by the Local Municipality (water, electricity, sanitary services).
- ❖ Whilst every precaution will be taken to ensure the safe guarding of your belongings, Lord's will not be liable for loss or damage to any property whatsoever (décor props, wedding gifts, valuables, etc). We recommend that all personal and valuable property be removed directly after the wedding.
- ❖ Décor and props must be removed by 09h00 on the day following the wedding, function or conference. Any items not removed within 7 days of being placed in storage will be discarded. Lord's does not accept liability for loss or damage of any item during this period.
- ❖ Please note that draping's that have not been removed at the end of the wedding or by 08h00 the following morning will be taken down. Lord's does not accept liability for loss or damage of any item during this period.
- ❖ Should the Lord's building, surrounding gardens, décor or napery be damaged by the client or clients' suppliers during the set-up or break down operations of the function, the client shall be held responsible and will be billed accordingly.
- ❖ The customer shall not be entitled to:
  - Paint, affix or attach any matter to the walls of the function room
  - Drive into the walls, floor, partitions, doors of the function room any screws, nails or the like
- ❖ Lord's, its employees or any person employed at any wedding will not be held liable for any loss or injury to persons, due to negligence or any other cause whatsoever.
- ❖ Lord's reserves the right to refurbish and upgrade the venues from time to time.
- ❖ Lord's 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 Lord's, which shall prevent it from performing its obligations. In these circumstances every effort will be made to find an alternative venue.
- ❖ Lord's reserve the right to use our own discretion to move the desired venue to another venue due to weather conditions.
- ❖ The client must confirm all changes and cancellations in writing.
- ❖ While we give great care to our gardens and lawn areas we can guarantee that the plants and grass will be green and in flower all year around.

### **Cancellation Policy**

- ❖ Should your wedding, function or conference be cancelled for whatever reason once the deposit has been paid any refund will only be made once the date has been rebooked by another wedding/function or conference. This refund will be made and a R1000.00 handling fee will apply, and should the venue not be rebooked the full payments received will be forfeited.
- ❖ In the event of non-payment of the fees within the time specified, Lord's shall be entitled to cancel a booking after giving the client written notice giving them seven days to rectify.
- ❖ The final number of guests as discussed at the final appointment will be the number charged for unless attendance is greater as detailed above. Bearing in mind that should this variance still be below the minimums mentioned previously, clients will automatically be billed for the specified minimum.



- ❖ All changes and cancellations to be made by the client in writing, it's the client's responsibility to ensure all the documentation is received by the Lord's Signature Hotel

### **Payment Details**

Please ensure the following bank details are used for any payments made. If other bank details are supplied to you that are not on an official letter head and signed by the Chief Financial Officer or Chief Executive officer Lord's Signature Hotel will not be liable.

First National Bank  
Account name: LS Hotel Pty Ltd  
Account no: 62495878591  
Branch Code: 251337

We also have Credit Card Facilities and accept cash payments please ensure you receive a cash payment receipt when paying by cash or credit card.

**I/We \_\_\_\_\_ have read, understand and accept Lord's Signature Hotel's Terms and Conditions above.**

**Name:** \_\_\_\_\_ **Signed:** \_\_\_\_\_

**ID No:** \_\_\_\_\_ **Date:** \_\_\_\_\_