



TERMS & CONDITIONS EVENTS & PRIVATE DINING AT SANCTUARY MANDELA

Deposits:

- Tentative booking requests will be blocked for a maximum of 7 days thereafter Sanctuary Mandela reserves the right to release any requests.
- Upon confirmation of the event, a 50% deposit of the total cost of the function is required to secure the date. Should this deposit not be paid, Sanctuary Mandela reserves the right to cancel the booking.

Payment Terms:

- Full payment to be received for all food, accommodation, and venue hire no later than 72 hours prior to the event date.
- Any outstanding amounts due for beverages or extras must be paid within 7 days after the date of the event.

New supplier onboarding:

- All documentations to be shared with accounts@sanctuarymandela.com 30 days prior to the event should new supplier onboarding be required.

Cancellation:

In the event of the function and/or meeting being cancelled, the following cancellation fee structure will apply:

- Cancellations given within 1 calendar month will result in 25% cancellation fee.
- Cancellations given within 2 weeks will result in deposit being forfeited.
- Cancellations given within 7 days prior to the date of the function will result in 100% of the total cost paid being withheld.

Exclusive usage terms:

Restaurant Private Lunch or Dinner:

- Groups smaller than 20 guests, is at a surcharge of R3000.00 per room.
 - No limitation to setup time is associated with booking any of the private meeting rooms, and subject to availability.
- Groups bigger than 20 guests is at a cost of R25 000.00 for exclusive usage/ private dining in our restaurant.
 - Set up commencement times:
 - Set up for Lunch or Dinner bookings may commence from 11:00am
 - Only speeches and soft musical instruments are allowed during the time of private booking.
 - Additional setup may include floral arrangements and table décor.
 - No additional stage, Technical, branding nor Live entertainment is allowed.
 - Lunch is to be deemed finished, latest 16:30 and 22:00 for dinner, thereafter the privacy of our in-house guests needs to be considered.

Exclusive "House" Usage is at a charge of R45 000.00 and is for exclusive usage of the property.

- Exclusive usage of the house includes 9-bedrooms, pool area, 2 meeting rooms, safe parking for guests as well as free Wi-Fi and restaurant space.
 - Personalised branding and additional set up is permitted.
 - Set up may commence from 11:00am on the day of the event.
 - Live entertainment is permitted, however music volume to be reduced from 22:30 and switched off at 24:00 latest.
 - All Technical, additional furniture and extras to be cleared from the property by latest 10:00 on the following day.

Additional information and Conditions:

- Sanctuary Mandela booking capacity:
 - Maximum of 50 guests for a seated breakfast, lunch or dinner.
 - Maximum of 75 guests for Lunch or Dinner Cocktail events.
 - Regrettably we do not allow children under the age of 12 years, and therefore do not offer a Children friendly menu.
- Sanctuary Mandela does not offer commissionable rates on Food, Beverage or conferencing meals. Commission on venue hire can be considered on a case-by-case basis.

- Sanctuary Mandela has limited parking facilities, it is therefore advised that parking will be arranged at a surcharge of R5 000.00 per event for functions bigger than 50 guests and includes security oversight.
- Our clients can leverage on the solid relationship built over the years with reliable suppliers for competitive pricing when it comes to AV equipment, décor, furniture hire, Jazz Band / entertainment, photography, cinematography, master of ceremony, corporate gifting and many more.
- Should private vendors be used, kindly have the full details available to Sanctuary Mandela, 4 days prior to the event. We require all contact information as well as set up times and requirements minimum of two days prior to event.
- Details of all menu and bar requirements must be confirmed no later than 1 week prior to the event date, upon last minute bookings, no later than 36hours prior to the event.
- No food or beverages may be brought to an event by Guests for consumption on the premises.
- Our gratuity policy is based on Madiba's belief of Ubuntu, 18% Gratuity will be added to the total of food bill.
- Guests are kindly requested to respect the privacy of other Hotel residents and are, for the duration of the function, required to remain in the areas designated to the function.
- The Operators reserves the right to control noise levels (such as music) which may impact on other Hotel residents and neighbours.
- No furniture or items may be removed or moved without permission or prior arrangement.
- The Host is responsible for any damages to the venue and surrounding property, including items used at the functions such as furniture, tableware, glasses and vases. The Host agrees to pay for these damages upon written request thereof.
- Any marketing material taken of the property will be provided for the use of Sanctuary Mandela, upon written request. All images supplied to Sanctuary Mandela will be credited to the photographer when used for marketing purposes.
- No marketing material may be published without prior written consent from Sanctuary Mandela's Operating team.
- Any pre-payments over and above the charges will be refunded as voucher to the client instead of monetary refund.
- Receipt of deposit or prepayment assumes unconditional agreement to our terms.

Event

Host Name:

Date

Singed: