

THE COLLECTION BALI GUESTHOUSE

CK 2006/117284/23
Tel :012 993 3638 * Fax: 086 631 9518
E-Mail: thecollection@telkomsa.net
Web: www.thecollection.co.za



Plot 5, Boendoe Road
Garsfontein
Pretoria, South Africa

P O Box 101870
Moreleta Plaza
0167

Terms and Conditions

A GUESTHOUSE TERMS AND CONDITIONS

- 1) The Collection Bali Guesthouse cc reserve the right to admission and will not be held responsible for any loss, theft, damage or injury of any kind experienced on these premises.
- 2) All guests staying in the guesthouse are to sign a guest register indicating contact details, address and identification numbers.
- 3) A communal lounge and kitchen is available for guest use and all equipment is used at the guests own risk.
- 4) All payments for accommodation are to be paid prior to arrival to confirm accommodation bookings.
- 5) Guesthouse check-ins are from 12pm and check-out is at 10am.
- 6) No smoking is allowed in any of the in-door areas and is only allowed in designated smoking areas, which are well provided for.
- 7) Visitors of guests are only allowed onto the premises for prolonged periods with the approval of management.
- 8) Any entertainment, such as braais, watching sports matches etc. can only take place with the approval of management.
- 9) All rates are for Bed only. All additional costs will be charged for accordingly.
- 10) Cancellation policy:
 - a) 100% will be refunded if cancelled 2 weeks prior to arrival
 - b) 50% will be refunded if cancelled 1 week prior to arrival
 - c) 25% will be refunded if cancelled 72 hours prior to arrival
 - d) 0% will be refunded if cancelled in less than 48 hours notice.
 - e) Bookings may be deferred if 3 days notice is giving.
- 11) Bookings are only confirmed once a signed booking form has been returned to us and full payment is made.

Long-Term Tenants

- 1) The monthly rentals are payable in advance. No access to the room will be granted without payment. A deposit is payable on confirmation and will be refunded within 7 days of your departure, less any rentals outstanding or damages incurred.
- 2) Should rent not be paid by the 7th day of the month, you will be given notice to leave the premises with immediate effect and the deposit will be kept for the first weeks accommodation.
- 3) Only one person may stay in the room on a permanent basis, unless agreed to by management. If approved, the rental will be adjusted accordingly, to accommodate the second person.
- 4) One guest is allowed to stay over for a period not longer than 2 nights. If your guest is staying longer than 2 nights, management is to be advised and the stay is to be approved in writing.
- 5) You will receive one set of keys for entry into the guesthouse, which include a remote for the gate, a key to the guesthouse entrance and a key to your room. These keys are to be handed back on departure.
- 6) Cars are to be parked in the designated parking area only.
- 7) The Collection Bali Venue, hosts events, parties, weddings and conferences and there will be a resulting noise level and music. We are not responsible for any discomfort resulting from this and music and noise levels will not be adjusted for the duration of the event.
- 8) The room will be service daily from Monday to Friday and washing and ironing will be done one per week on an agreed day. Any additional laundry is to be arranged by yourself. There is a laundrette at Mooikloof Village on Garsfontein Drive. No access will be granted to guests into the laundry under any circumstances and no equipment can be used from the laundry. Please refrain from talking to staff with regards to any requirements you may have. All matters are to be addressed with management only.
- 9) The servicing of rooms and laundry duties fall away on weekends and public holidays and from 15 December to 15 January.
- 10) No responsibility will be taken for damage to laundry. Please ensure that no delicate items or items requiring specific washing instructions are handed into the laundry. Items requiring hand washing or dry cleaning are for your responsibility.
- 11) In some rooms, a TV with a limited view decoder is supplied. Should you wish to have a full bouquet DSTV, this cost will be for your account and is to be arranged by yourself.
- 12) There is a communal lounge with full DSTV for the use of all guests staying in the house. Please be considerate of other peoples wishes.
- 13) Should you require any assistance in any regard, we request that all discussions are held with management only and not with staff members.

- 14) This is strictly a non-smoking venue. Smoking may only take place outside the building in designated smoking areas i.e. the courtyard and garden. Should you be found smoking in your room or in any building, you will be given notice.
- 15) No access is allowed into the private garden area of the owners (in front of the lounge)
- 16) All beverage and food costs are for the tenant. The tea and coffee area in the lounge and the milk in the fridge is for nightly paying guests only. The communal kitchen may be used for cooking, but all items of food are to be kept in the rooms fridge and cupboards (if applicable). The guesthouse fridge and cupboards may be used for storage, but please mark all your items clearly and refrain from using anything that does not belong to you.
- 17) The room is provided with linen and towels which will be changed weekly. In some rooms, the kitchenette is stocked with crockery, utensils, glasses etc. No items may be removed from the room at any time.
- 18) Please note that you are abiding in a guesthouse with other guests. Please keep the noise levels to a minimum and take the other guests needs and requirements into account.

B WEDDINGS, FUNCTIONS AND EVENTS TERMS AND

CONDITIONS

Disclaimer

The Collection Bali Guesthouse cc reserve the right to admission and will not be held responsible for any loss, theft, damage or injury of any kind experienced on the premises.

Menus

- 1) All agreed menus will be stated in the contract booking form and prices are subject to change by management only, should there be significant price increase in ingredients or seasonal shortages.
- 2) Menus cannot be changed after the 14 days final deposit and can only be changed prior to this if within the scope and budget of the venue.

Co-Ordination

The event will be carried out as per the details discussed and agreed on, on the quotation document. Should any expectations not be met, that are not indicated on the document, The Collection will not be held liable.

Staff

- 1) All bar staff, waiters and waitresses will be charged for. 1 barman per 50 people is required and 1 waiter per 30 people is required. The cost per barman is R310 and for waiters R270 per waiter. The cost per hour after cut off time is R50/hour for these staff.
- 2) All other staff are the responsibility of the venue.

Bar

- 1) If you are running a cash bar, no people may run tabs. All drinks have to be paid for at the time of ordering. Should you want waiters taking drink orders from tables, these waiters will be additional staff and 1 waiter per 3 tables is required.
- 2) If you are running an open bar, a 10% service charge will be added to the bill.
- 3) The open bar account is to be settled on the day of the function once cashed up.
- 4) A limit on the open bar is to be advised 1 month prior to the function and 100% of this limit is to be paid with the balance of the deposit 14 days prior to the engagement. Should the limit not be reached the balance will be refunded with the breakage deposit 7 working days after completion of the function. Please advise management in writing if contracted service providers may drink from the open bar.
- 5) Corkage fees will be applied to any alcoholic beverages brought onto the premises. Alcoholic beverages may only be brought onto the premises with the prior agreement of management and the list of the items have to be in writing. The corkage fees are:
R50 per bottle – standard items
R100 per bottle – non-standard items

Tariff Costs

- 1) The venue tariff includes: crockery, cutlery, tables, chairs, chair covers, white table cloths, napkins, ashtrays, salt & pepper cellars and glasses.
- 2) The venue tariff excludes: Food, beverages, all decor, sound equipment, entertainment, special lighting, price changes, barmen and waiters, and special service providers.
- 3) All additional items and services can be arranged and are quoted for accordingly.
- 4) A R2000.00 refundable deposit is to be paid for any breakages. Should breakages or damage to the property exceed this amount, you will be invoiced accordingly. This deposit will be refunded within 7 working days of your function, less any debits for breakages, damages and overtime.
- 5) Any additional costs incurred, will be invoiced by ourselves and is to be paid within 48hours completion of the function.
- 6) No deposits can be deducted from your bill on the night of the function.

Payment Terms

- 1) We require a 25% non-refundable deposit on confirmation of booking and signed contract (with a minimum of R5000), followed by 50% of the balance 3 months prior to engagement and the balance 14 days prior to engagement. For small garden parties and kiddies parties, 50% is payable on booking and the balance is due 48 days prior to commencement of the function.
- 2) A R2500 breakages deposit is payable and will be returned, less any damages incurred within 5 working days after the function completion. For small garden parties and kids parties a R400 breakage deposit will be applied.
- 3) We will only proceed with the engagement if the payments are made, with no exceptions. The deposit secures the time and date of your engagement and no date is confirmed unless the deposit is paid.
- 4) Outstanding balances (if any) must be settled prior to departure from the function. Any amounts remaining unsettled at this point will be subject to interest at 20% pa for every day outstanding.

Cancellations

- 5) Confirmed reservations cancelled within 8 weeks of the function date forfeit all deposits that have been paid. If the event is cancelled 9 or more weeks prior to the function date, all deposits (except for the 25% non-refundable confirmation deposit as mentioned above) will be refunded.
- 6) Dates may be deferred and deposits will be kept in lieu of this date.

Number Confirmation

A guaranteed number of heads must be confirmed two weeks prior to the function and the final payment will be in accordance with these numbers and no refund will be given should the numbers decrease. No additional people can attend or be catered for after this time.

Times

- 1) The Venue is open for viewing by appointment only. The office hours are Monday-Friday 08h00 to 16h30 and viewings over the weekends can be arranged.
- 2) Cutoff times for functions are as follows:
 - Breakfast – 12h00
 - Brunch – 14h00
 - Lunch – 17h00
 - Dinner – 00h00 music to be switched off and bar closes, 12h30 all personal items to be cleared or at 08h00 the next morning by arrangement.
- 3) No extended time periods can be applied to evening functions what so ever. Due to strict local noise regulations, all music must stop promptly at midnight. The Collection reserves the right to regulate the volume of all music at functions held at the venue.
- 4) Any breakfast, brunch or lunch functions that continue after these times will be subject to a charge of R500.00/hour for the venue, excluding the bar and waiter overtime costs.

Smoking

No smoking is allowed in any of the in door areas and is only allowed in designated smoking areas, which are well provided for.

Set-up and Break-down

You or your function decorator may only commence preparations as per the agreed times stated on your contract. All decorations that you are wanting to take home, must be removed from the venue half an hour after cutoff time or at 8am the following morning.

Electricity

The Collection is not responsible for any electrical power-cuts and will not be held responsible for loss of function time as a result of this.

Prices

All prices stated are subject to change and are based on market related prices as of the date on your quotation.

Catering

The Venue has set menu options, but should there be a special requirement, we will certainly endeavour to help in this regard.

No self-catering is allowed.

Weather

We take no responsibility for outdoor functions and the client remains responsible for any extra costs that may result from a change in the weather that may affect the arrangements for the function.

Photographs

The Collection Bali reserves the right to publish all photographs taken on the premises

D Conferences Terms and Conditions

Disclaimer

The Collection Bali Guesthouse cc reserve the right to admission and will not be held responsible for any loss, theft, damage or injury of any kind experienced on the premises.

Menus

All agreed menus to be stated on booking form prior to commencement of the conference.

Co-Ordination

The conference will be carried out as per the details discussed and agreed on, on the booking form. Should any expectations not be met, that are not indicated on the document, The Collection will not be held liable.

Tariffs

The following is included in the conference rates:

Data projector (The Orchid Room only), Screen, Amplification, Flip chart , Notepads and pens, White board and markers, Tea and coffee, Staggered snacks, Lunch, Mints and Water on the tables, All staff

Staff

All staff are included in the daily tariff, however should the company request a full bar or a banquet type meal, staff costs will be applied accordingly (refer to Staff in Function section). The Terms and Conditions of the Event Venue, then become applicable.

Payment Terms

A 50% deposit is required on confirmation of the conference venue balance of money owing is due 48 hours prior to commencement of conference

Cancellations

Deposits will only be refunded in full if 7 working days notice of cancellation is advised. 25% of the 50% deposit will be refunded with a 2-5 day cancellation notice period. Conferences may be deferred and deposits will be kept in lieu of the new date set.

Confirmed numbers

Numbers confirmed 48 hours prior to commencement of the conference will be billed for regardless of the turnout number. These numbers are to be confirmed on the booking form.

Bar

- 1) A cash bar is available on request (Company's must approve the serving of liquor to their staff)
- 2) Should the company wish to have an open bar, the reserve amount is to be advised and paid in full prior to commencement of the conference and balances owing to be advised and paid for within 24 hours of conference completion date.
- 3) The Terms and Conditions of Functions above will be applicable.
- 4) Complimentary juice, water and tea is provided throughout the day.

Deliveries

Any equipment or stock required for the conference can be delivered to:

The Collection Venue

5 Boendoe Road, off Garsfontein Drive

Garsfontein

Pretoria East

GPS : S25°49,630' E28°19,140'

Directions and Map can be found on www.thecollection.co.za

Deliveries may only take place between 08h00 and 16h30.

Weather:

Unfortunately we take no responsibility for outdoor functions and the client remains responsible for any extra costs that may result from a change in the weather that may affect the arrangements for the function.

Photographs

The Collection Bali reserves the right to publish all photographs.

Prices

All prices stated are subject to change and are based on market related prices as of the date on your quotation.

D GENERAL

- 1) I acknowledge that all transactions will be subject to The Collection Bali Guesthouse cc Terms and Conditions
- 2) I acknowledge that by making a payment towards the event/accommodation, I hereby enter into a contract with The Collection Bali Guesthouse cc and accept the Terms and Conditions thereof.
- 3) I acknowledge that the Terms & Conditions of The Collection Bali Guesthouse cc, were made available to me and that I have read them and was given the opportunity to consider and understand them.
- 4) I agree that I will be liable for charges when applicable as stipulated in the standard Terms and Conditions.
- 5) I agree that the booking form, detailed quotation and invoice forms part of the agreement. Any changes to these listed documents are to be made in writing only.
- 6) I confirm that I enter into an agreement out of my own free will, without any undue influence or duress being applied to me.

D MARKET EXHIBITORS

- 1) The Collection Bali Guesthouse cc reserve the right to admission and will not be held responsible for any loss, theft, damage or injury of any kind experienced on the premises.
- 2) The stall shall be used for exhibiting only the products that are listed in the application form and booking form.
- 3) The exhibitor is obligated to attend the market for the full duration of the market and for the entire day. In winter the market runs from 9am-5pm and in summer the market runs from 9am to 6pm. No exhibitor may leave the stall early, unless agreed to in writing.
- 4) The stall has to be booked 1 month prior to the market date and paid in full for confirmation. If the stall is cancelled in writing more 1 month prior to the market date, a 75% of the stall amount will be refunded. Cancellations within 2-4 weeks prior to the date will receive a 50% refund and cancellations 0-2 weeks prior to the date will receive no refund.
- 5) Exhibitors shall adhere to allocated loading zones and parking areas. No vehicles are allowed inside the gates and no vehicles shall block any entrance to the venue for any amount of time whatsoever.
- 6) No exhibitor shall be entitled to sell/cede/transfer any right to any stall or right to exhibit on their behalf, without the written consent of The Collection.
- 7) Exhibitors are expected to conduct themselves in an orderly and dignified way and The Collection has the right to remove any person, that they deem not to be behaving in such a way.
- 8) No drugs or alcohol are allowed on the premises and no exhibitor may drink alcoholic beverages, unless in the designated areas.
- 9) The Collection is a non smoking venue and smoking may only take place in designated smoking areas.
- 10) Exhibitors may not deface any walls in the venue. No paint, prestik, nails or any other hanging device may be used to display product.
- 11) Exhibitors will not bring in and use any electrical equipment unless stated and paid for on the booking form, thus by consent of The Collection.
- 12) Any complaints are to be handled by The Collection Management only.
Exhibitors may not instruct, complain or discipline any member of The Collection Staff.
- 13) Or payments are to be made electronically.
- 14) There are credit card facilities on site, should customers require cash or payment via credit card. A 10% commission shall be charged on all transactions.
- 15) No exhibitor may copy a product of another exhibitor.

- 16) The Exhibitor shall ensure that their stall is clean and free of litter at all times. A contravention of this rule, will be subject to a fine of R200 payable immediately.
- 17) The Exhibitor is responsible for ensuring that their stand is attractive and welcoming to guest and keeps in line with the up-market feel of Market @ The Collection. Should a stand not be up to the satisfaction of The Collection, actions shall be taken to close the stall, or rectify the problem
- 18) No animals are allowed on the premises.
- 19) No gazebos or umbrellas are allowed. All stands are under roof.