

AVIANTO



WEDDING CONTRACT 2024

Wedding Agreement entered into and between

AVIANTO PTY (LTD)

(Hereinafter referred to as "Avianto")

and

Name: _____

Identity Number:

Physical Address:

Postal Address:

Contact numbers:

(Work) _____

(Fax) _____

(Mobile) _____

Email address:

(Hereinafter referred to as the "Client")

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Please initial each page, complete the details and return the entire document back to Avianto by email: info@avianto.co.za or hand it to a coordinator, together with proof of payment to confirm your booking.

A. IMPORTANT INFORMATION REGARDING TO THE WEDDING

SPOUSE 1

Name: _____

Identity Number: _____

Contact Number: _____

Email Address: _____

SPOUSE 2

Name: _____

Identity Number: _____

Contact Number: _____

Email Address: _____

Function Date: _____

FUNCTION DETAILS:

Day of the Week: _____

Function Ceremony Area Booked: _____

Function Reception Area Booked: _____

Function Minimum Numbers: _____

Venue Hire: _____

Public Holiday / Day Before Public Holiday? _____

Notes On Any Special Agreements With Financial Implications:

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B. INFORMATION SHEET

Please read and acknowledge the below mentioned information as it forms part of the agreement between “Avianto” and the “Client”.

1. VENUE HIRE AND MINIMUM NUMBERS REQUIRED

To secure your booking, full venue hire is payable together with your signed contract. This will give you exclusive use of the venue for your wedding on the day of your wedding. Venue Hire for Public Holidays: **please note that special rates and minimum requirements apply to Public Holidays and the day before a Public Holiday.** All rates quoted are inclusive of VAT.

Please note that weekend and public holiday weddings may not start earlier than 14h00. If an earlier start time is required, then this must be confirmed in writing by Avianto Management.

VENUE	PERIOD - 2024	DAY OF THE WEEK	MIN GUESTS	VENUE HIRE
Banquet Hall / Ballroom	January – April	Monday - Thursday	60	R 22 500.00
Banquet Hall / Ballroom	January – April	Friday & Sunday	100	R 35 000.00
Banquet Hall / Ballroom	January – April	Saturday	130	R 59 500.00
Fireside Room	January – April	Monday - Thursday	40	R 18 000.00
Banquet Hall / Ballroom	May - August	Monday - Thursday	40	R 13 500.00
Banquet Hall / Ballroom	May - August	Friday & Sunday	80	R 27 500.00
Banquet Hall / Ballroom	May - August	Saturday	100	R 44 000.00
Fireside Room	May – August	Monday - Thursday	40	R 9 000.00
Banquet Hall / Ballroom	September - December	Monday - Thursday	60	R 25 000.00
Banquet Hall / Ballroom	September - December	Friday & Sunday	100	R 38 500.00
Banquet Hall / Ballroom	September - December	Saturday	130	R 65 000.00
Fireside Room	September - December	Monday – Thursday	40	R 20 000.00

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PUBLIC HOLIDAY \ DAY BEFORE RATES AND MINIMUM REQUIREMENTS

VENUE	DAY OF THE WEEK	FIRESIDE ROOM		BANQUET HALL / BALLROOM	
		VENUE HIRE	MIN GUESTS	VENUE HIRE	MIN GUESTS
1 January 2024	Monday	N/A		R35 000.00	100
20 March 2024	Wednesday	N/A		R35 000.00	100
21 March 2024	Thursday	N/A		R35 000.00	100
28 March 2024	Thursday	N/A		R35 000.00	100
29 March 2024	Good Friday	N/A		R59 500.00	130
31 March 2024	Sunday	N/A		R59 500.00	130
1 April 2024	Monday	N/A		R35 000.00	100
26 April 2024	Friday	N/A		R35 000.00	100
27 April 2024	Saturday	N/A		R59 500.00	130
30 April 2024	Tuesday	N/A		R35 000.00	100
1 May 2024	Wednesday	N/A		R27 500.00	80
15 June 2024	Saturday	N/A		R44 000.00	100
16 June 2024	Sunday	N/A		R44 000.00	100
17 June 2021	Monday	N/A		R27 500.00	80
8 August 2024	Thursday	N/A		R27 500.00	80
9 August 2024	Friday	N/A		R44 000.00	80
23 September 2024	Monday	N/A		R38 500.00	100
24 September 2023	Tuesday	N/A		R38 500.00	100
15 December 2024	Sunday	N/A		R65 000.00	130
16 December 2024	Monday	N/A		R38 500.00	100
* 24 December 2024	Tuesday	N/A		R38 500.00	100
* 25 December 2024	Wednesday	N/A		N/A	N/A
* 26 December 2024	Thursday	N/A		R38 500.00	100
* 31 December 2024	Tuesday	N/A		R65 000.00	130

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* Denotes: Service staff will be charged at double rates per hour

2. VENUES

2.1. BANQUET HALL AND CHAPEL

- 2.1.1. The hiring of the Banquet Hall and Chapel will automatically give you exclusive use of the venue including the Chapel.
- 2.1.2. Included in the venue hire are the following: candles for all wall sconces, alter, podium, 10 seater round tables with white cloth and napkins, standard wrought iron chairs with cushion, digital safe for envelopes, standard cutlery and crockery, parking.
- 2.1.3. The Banquet Hall has a professional music system consisting of an amplifier and speakers. In order to reduce noise pollution, this will be the **only system that will be available**. External suppliers will still be welcome at Avianto, however they **will have to patch into the system provided**. Please check with your wedding coordinator for spec sheets and details of the systems for your DJ's / Bands / Musicians.
- 2.1.4. Please note that the start time of weddings on weekends and public holidays is only from 14h00. If an earlier start time is required, then this must be confirmed in writing by Avianto Management.

2.2. BALLROOM AND AMPHITHEATRE

- 2.2.1. Included in the venue hire are the following: candles for all wall sconces, alter, podium, 10 seater rectangular tables with white cloth and napkins, standard wrought iron chairs with cushion, digital safe for envelopes, standard cutlery and crockery, parking. Cushions will be supplied for the Amphitheatre. The Fireside Room is available for your services and/or rain back up if your service is booked in the amphitheatre.
- 2.2.2. The Ballroom has a professional music system consisting of an amplifier and speakers. In order to reduce noise pollution, this will be the **only system that will be available**. External suppliers will still be welcome at Avianto however they **will have to patch into the system provided**. Please check with your wedding coordinator for spec sheets and details of the systems for your DJ's / Bands / Musicians.

2.3. FIRESIDE ROOM AND AMPHITHEATRE

- 2.3.1. Included in the venue hire for the Fireside room are 8-seater round tables with linen, wrought iron chairs, altar, podium and digital safe for envelopes, table numbers, standard cutlery and crockery, parking. Cushions will be supplied for the Amphitheatre. The Fireside Room is available for your services and/or rain back up if your service is booked in the Amphitheatre. Note, reserving the Fireside

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room for your function only gives you exclusive use of this room and not the entire Ballroom building.

- 2.3.2. Amphitheatre service is allowed for ceremonies less than 60 mins. Any ceremonies longer than 60 mins are to take place in the Fireside Venue. Please note that weekday wedding ceremonies in the amphitheatre may only start from 16H00.
- 2.3.3. The Fireside Room has a professional music system consisting of an amplifier and speakers. In order to reduce noise pollution, this will be the **only system that will be available**. External suppliers will still be welcome at Avianto however they **will have to patch into the system provided**. Please check with your wedding coordinator for spec sheets and details of the systems for your DJ's / Bands / Musicians.

2.4. VENUES, HOTEL AND AVIANTO IN GENERAL

- 2.4.1. Avianto is a non-smoking venue, allocated smoking areas are available outside.
- 2.4.2. Rights of admission reserved; this decision will be at the manager's discretion
- 2.4.3. All back of house areas are out of bounds to the client and their guests.
- 2.4.4. Regrettably we do not accept cash or cheques. Visa, Master Card, American Express and Zapper are accepted. EFT by prior arrangement only. Please notify all your invited guests to avoid any inconvenience.
- 2.4.5. Functions and Events at the Avianto Clubhouse will only be allowed to play background music at all times. No loud music, Bands or DJ's allowed.
- 2.4.6. Should it be necessary for Avianto to implement additional Health and Safety requirements as deemed necessary by Government to deal with a pandemic or other unforeseen situation, these costs will be added to the recon based on market related costs to implement these at the time. Examples include hourly sanitation with alcohol sanitizer, gloves and masks as may be required for staff etc.

3. ACCOMMODATION

- 3.1 Subject to availability, a Suite is included in the venue hire for the Bride and Groom to spend their wedding night. The room will be available from 11h00 on the day of the wedding.
- 3.2. To ensure legal compliance with the South African Immigration Act of 2004 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.
- 3.3. Rates quoted are per person per night and include breakfast.
- 3.4. Check in time is 11:00 for the bride and 14:00 for all other guests. A fee of R300 per room is levied should guests wish to check in at 13:00. This is subject to availability i.e. The number of rooms that can be provided for an early check in is limited and the surcharge is payable when confirming the

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booking.

- 3.5. Children under the age of 2 years will stay complimentary when sharing a room with adults. One child allowed per Luxury Room.
- 3.6. A 100% deposit confirms the booking, room extras payable on departure at the Hotel Reception.
- 3.7. Wedding guests to make use of bride's name as a reference when booking to qualify for the special rate. (On weekends only)
- 3.8. Avianto reserves the right to amend its prices at any time.
- 3.9. Avianto has 35 rooms in the village and are reserved based on our terms and conditions which operates on a first pay first confirm basis. No rooms are confirmed prior to the receipt of full payment of your reserved room/s.

4. SPECIALS

- 4.1 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, Avianto 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.
- 4.2. Should you cancel or move your booking the specials offered will not be valid.
- 4.3. Added specials to your menu cannot be exchanged for other dishes or cash.
- 4.4. Unless otherwise specified, only 1 special offer can be used at a time. .

5. MINIMUM NUMBERS

- 5.1 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.

6. MENU SELECTION

- 6.1. Our extensive menus are interchangeable to accommodate your personal requirements.
Copies of our menus are available on request.
- 6.2. 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.
- 6.3. Children under the age of 10 years will be charged R200.00 per child. Children under the age of two years will not be charged.
- 6.4. Food may not be brought onto the premises and Food may not be taken off the premises.

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- 6.5. Please note that your entire guest amount must be catered for; applicable to any and all menu options available on our menu selector.
- 6.6. Suppliers (DJ, photographer etc.) contracted to work at the Reception will be included in the total guest amount/selected menu for catering purposes.
- 6.7. Brunch functions are limited to Mondays to Thursdays, unless prior approval by Management.
- 6.8. Cocktail functions are limited to Mondays to Thursdays and on our short notice special.
- 6.9. Should your actual number of guests on the day of your wedding exceed the number confirmed you will be charged for the additional guest at the confirmed menu price.
- 6.10. Should your actual numbers drop below the confirmed numbers, you will be charged for the guest totals confirmed at the final appointment.
- 6.11. Avianto strictly prohibits the removal of leftover buffet food and under no circumstances may guests be allowed to remove food from the property.
- 6.12. Menus are confirmed 90 days prior to your wedding and changes are not possible after your final appointment.
- 6.13. In the event that an item on the menu is unavailable it will be replaced with another option without prior notice.

7. SPECIAL DIETARY REQUIREMENTS

- 7.1. Individual Halaal and Kosher meals can be ordered from our approved suppliers for such dietary requirements.
- 7.2. Any additional cost will be for the client account.
- 7.3. Outside supplier's prices quoted are subject to change without prior notice. Avianto needs to be advised of any special dietary requirements at or before the final appointment.

8. OUTSIDE CATERING

- 8.1. Should an outside caterer be used for specialised dietary requirements such as Kosher or Halaal catering or any other approved reason for the entire function, a surcharge of R300 per person for 2024 (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. A procedure for Outside Caterers has been put in place and it is essential for these Suppliers to adhere to the Avianto Code of Conduct.
- 8.2. In addition R5 000 will be charged for use of the kitchen.
- 8.3. Avianto's reputation is at risk so only accredited outside caterers may be used.
- 8.4. No fires will be allowed directly on the paving.

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9. SERVICE FEES

- 9.1. 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.
- 9.2. This service is compulsory, and the minimum requirements are:
 - 9.2.1. Menus require one waitron per table for both plated and buffet menus.
 - 9.2.2. Halaal weddings or outside catering require one waitron per table for up to 10 guests.
 - 9.2.3. 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.
 - 9.2.4. Waitrons / runners are charged at a minimum 8 hour shift @ R70.00 p/h per waiter for 2024. Prices are subject to change without prior notice.
 - 9.2.5. Bar attendants are compulsory for all functions and are charged at the rate of R70.00 p/h per barman. A cashier is required for 30 or more guests and charged at the same rate.
 - 9.2.6. Should waiters work longer than eight hours, the standard rate of R70.00 per hour per waiter will be charged.
 - 9.2.7. Bar attendants and cashiers are charged a minimum of an 8-hour shift.
 - 9.2.8. Should the Barmen work longer than 8 hours, the standard rate per hour per barman will be charged.
 - 9.2.9. Minimum requirements are:

NUMBER OF GUESTS	BARMAN	CASHIER
Less than 30 guests	1 Barman	
31 to 60 guests	1 Barman	1 Cashier
61 to 150 guests	2 Barman	1 Cashier
151 to 350 guests	3 Barman	1 Cashier

10. BAR SERVICES

- 10.1. 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 update of the bar account during the function.
- 10.2. Bar prices are subject to change without prior notice.
- 10.3. An updated list of bar prices is available on request. Annual bar price increases can be

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expected in April every year and will be implemented in the month without notice.

- 10.4. Corkage will only be granted on special request for items not stocked by Avianto and has to be confirmed by accounts. Prices upon requests.
- 10.5. Wine orders need to be placed two weeks prior to a function.
- 10.6. Any changes to the bar requirements at any stage are to be done so in writing.
- 10.7. 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. Should guests supply alcohol in the form of “dinky” bottles / party favours and gifts, corkage will be charged accordingly on all bottles.
- 10.8. Cash bar: Should you opt to make use of a strictly cash bar option; any outstanding/unpaid accounts will be automatically transferred to the bride and groom’s account. Should the outstanding amount be recouped, the bride and groom will be refunded.

11. SET UP, CUT OFF TIMES AND OVERTIME

- 11.1. 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 2 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.
- 11.2. Avianto does not have a flower storage area, therefore all deliveries and arrangements need to be made on the day of the wedding. The venue can be opened as early as need be to accommodate early set-up.
- 11.3. An overtime rate of R3 000.00 per hour or part thereof will be charged 8 hours after the start of the wedding service. This will automatically be added to your account at the end of the wedding. The R3 000.00 includes use of the venue, a manager, headwaiter, two waiters and two barmen. The bar closes half an hour before overtime kicks in.
- 11.4. Overtime of R3 0000.00 will also be charged should the client’s décor breakdown exceed standard function times or overtime paid for.
- 11.5. Please take note that should you decide to continue into venue overtime the venue will close latest 03h00 and the bar will close at 02h30.
- 11.6. Avianto reserves the right to show a Venue to potential customers during the set-up time of all Functions up until an hour prior to a wedding starting.
- 11.7. Should the bridal party require assistance with the placement of table items, this must be arranged in the final meeting with the coordinator and an additional set-up member of staff will be arranged and charged to your recon at the rate of waitering staff on an hourly basis.

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12. MUSIC AND SOUND LEVELS

- 12.1. The function venues have professional music systems consisting of an Amplifier and speakers. In order to reduce noise pollution, this will be the only system that will be available. External suppliers will still be welcome at Avianto however they **will have to patch into the system provided.** Please check with your wedding coordinator for spec sheets and details of the systems for your DJ's.
- 12.2. Hooting and loud music will not be permitted in public areas.
- 12.3. Music equipment (i.e. your DJ's speakers etc.) may not be set up outdoors – unless it is an Amphitheatre or other outside ceremony and sound levels are reasonable.
- 12.4. Each venue has been fitted with a sound monitor to ensure that an acceptable level of sound is maintained during the function.
- 12.5. Patio doors will be closed from 22:00 to avoid sound from travelling to neighbouring properties and only music through the Avianto sound system will be permitted.
- 12.6. Functions and Events at the Avianto Clubhouse will only be allowed to play background music at all times. No loud music, Bands, DJ's or PA systems allowed.

13. FURNITURE, EQUIPMENT AND FIXTURES

- 13.1. The provision of Avianto's standard furniture and equipment as specified in Point 2 is at no extra charge.
- 13.2. 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, i.e. different shaped tables or linen other than what is supplied per venue.
- 13.3. No fireworks will be allowed on the Avianto property, it's also Mogale council law.
- 13.4. No live animals will be allowed on the Avianto property at any time, unless arranged with management prior to the function.
- 13.5. Candles may not be placed directly on the linen.
- 13.6. Avianto reserves the right to remove the candles if necessary. Candleholders should be wide enough to ensure no wax damage to the linen. Damaged linen will automatically be charged to the main account and removed from your refundable breakage deposit included in your recon. Should the damage exceed the refundable deposit, you will be charged accordingly.
- 13.7. No permanent alterations are allowed, including nails or hooks in the walls, roof or frames. Any damage to Avianto property including linen, beyond reasonable wear and tear will be charged accordingly.
- 13.8. 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. No concessions will be made.

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- 13.9. Should you require draping in your venue, Avianto décor division will offer the required assistance and quotations. Please note that external draping companies are no longer permitted to do draping in Avianto venues.

14. LANTERNS AND HELIUM BALLOON RELEASE OPTION

- 14.1. Lantern and Helium Balloon release are subject to no more than 15 air lanterns per wedding.
14.2. Lanterns and Helium Balloons must be biodegradable.
14.3. Are subject to written permission from Lanseria Airport.
14.4. Are subject to written permission from Mogale Municipality.
14.5. Are subject to a R1 000.00 clean up fee.
14.6. Are subject to a release form negating Avianto from any liability resulting from damage/fire caused as a direct or indirect result of the lantern release.
14.7. You are responsible /liable for any damage to Avianto as a result of the lantern release.
14.8. Lanterns and Helium Balloons may only be released in light wind conditions.
14.9. Managers have the right to cancel the release due to weather or dangerous situations.

15. RISK | LOSS | DAMAGES

- 15.1. A refundable breakage deposit has been included in your wedding recon to account for any damages or breakages which may take place. This will be refunded after the wedding should no damages or breakages occur.
15.2. No paper confetti, streamers, feathers, rice or any non-biodegradable items are allowed at Avianto. You are welcome to use flower petals
15.3. If other confetti types are used regardless of the agreement, R1 000.00 clean-up fee will apply.
15.4. While Avianto does feature emergency water tanks and a full backup generator, we shall not be held liable for interruptions of services (water, electricity, sanitary services).
15.5. Whilst every precaution will be taken to ensure the safeguarding of your belongings, Avianto 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.
15.6. Décor and props **must** be removed by 09h00 on the day following the wedding. Any items not removed within **7 days of being placed in storage will be discarded**. Avianto does not accept liability for loss or damage of any item during this period.
15.7. Should the Avianto 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.
15.8. The customer shall not be entitled to:

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- Paint, affix or attach any matter to the walls of the function room
- Drill into the walls, floor, partitions, doors of the function room any screws, nails or the like.
- 15.9. Avianto, 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.
- 15.10. Avianto reserves the right to refurbish and upgrade the venues from time to time.
- 15.11. Avianto, its employees and/or Agents will not be held liable for any loss of/or damage to guests' property while utilising this facility, nor will Avianto, its Employees and/or Agents be held liable for any personal injury sustained, harm caused in whatever manner, or death caused due to personal injuries sustained, harm caused or whatever other cause resulting in death, whether the damage, injury, harm or death were occasioned by negligence, gross negligence, or otherwise on the part of Avianto, its employees and/or Agents. Minor children remain the responsibility of the parents/ guardians and must at all times be accompanied by a responsible adult whilst using the hotel/pool deck and riverfront facilities.
- 15.12. Avianto 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 Avianto, which shall prevent it from performing its obligations. In these circumstances every effort will be made to find an alternative arrangement as per management.
- 15.13. The client must confirm all changes and cancellations in writing.
- 15.14. Avianto is not responsible financially, legally or in any other way in the event that a function is cancelled through an act of God or through sabotage.

16. AVIANTO CO-ORDINATOR

- 16.1. Please be advised that we have a dedicated Banqueting team including a Function Manager, Head waiter, waiters and barmen who will run your wedding on the day. You will be introduced to the Function Manager on the day of your wedding as well as your MC so you know exactly who is running your function.
- 16.2. Avianto has a dedicated set-up team that will assist placing menu cards, wine lists and guest favours on the tables. This will need to be arranged with your Avianto wedding co-ordinator at the final appointment if assistance is required.
- 16.3. While our best attempts are made to have your coordinator present on your wedding day, it can't be guaranteed. An Avianto Banqueting team will run everything on the day.
- 16.4. While our best attempts are made to have your coordinator present on your wedding day, it can't be guaranteed.
- 16.5. On the wedding day, the following will be done by the coordination team:
- 16.6. Meet the Bride and Groom upon check in.

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- 16.7. Check on the venue throughout the day and do a final check an hour before the service starts.
- 16.8. Check whether the confirmed suppliers for the wedding have arrived.
- 16.9. Oversee the walking into the Ceremony and Reception.
- 16.10. Conduct a detailed handover of the file with the Function Manager and Head Waiter and then depart.
- 16.11. Please contact reservations directly for room bookings, as this operates as a separate department.
- 16.12. Please ensure that the cake supplier assembles your cake and please allocate someone to remove the cake stand ON THE EVENING and return same directly to the cake supplier. Left over cake cannot be stored at Avianto and a member from your wedding party must ensure collection and removal before departing Avianto.
- 16.13. The Avianto coordinator will assist you to confirm all Avianto information for your wedding from the date that you confirmed your wedding up until your wedding day. They will send you payment reminders once they are due and confirm your menu with you. They will normally book a Final Appointment with you at least 4 weeks prior to the wedding to confirm all Avianto details for your wedding. She will require all you're final and signed off documents 2 weeks prior to the wedding as well as final bar payment.
- 16.14. The final appointment will take place approximately 4 weeks prior to the wedding. Your coordinator will contact you to schedule the appointment. All the finer details for your wedding will be discussed including:
 - Set-up requirements;
 - Floor plan;
 - Full bar arrangement including pre reception drinks and sparkling wine for toasts and speeches; and
 - Order of events.
- 16.15. Please note staff employed at Avianto will not be held liable for lost items left behind in the venue/ rooms. Please allocate a responsible person to remove your cake knife, registry pen, seating plan, cake stand, vases, candles etc. from the venue at the close of the evening.
- 16.16. Mock Tables or Rehearsals may be booked by your coordinator subject to venue availability. An Avianto duty manager will be available to assist on the day from an Avianto perspective. It is advisable to liaise with and request notes from the Supplier that you will be working with.
- 16.17. Due to functions and weddings taking place, weekend appointments with your coordinator can only be accommodated first thing in the morning at 8:00am or after 2:00pm on a weekend due to the functions taking place and until 4:00pm during weekdays.

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17 RESCHEDULING OF A DATE

- 17.1. The postponement of a function is considered a cancellation. Please refer to cancellation policy.
- 17.2. The Client must confirm all changes and cancellations in writing.
- 17.3. Should it be necessary for Avianto to implement additional Health and Safety requirements as deemed necessary by Government to deal with a pandemic or other unforeseen situation, these costs will be added to the recon based on market related costs to implement these at the time. Examples include hourly sanitation with alcohol sanitizer, gloves and masks as may be required for staff etc.
- 17.4. In the case of a pandemic such as COVID-19 where the booked wedding date as per the signed terms and conditions cannot go ahead on that date, then we will assist with postponement to a new date subject to venue availability. We will move all the monies that has been paid over to the new date with no admin fees. Inflation of costs such as the venue hire, food and beverages as well as staff rates would need to be catered for in terms of the new date and pricing.
- 17.5. Should Avianto assist with postponing a wedding / function to another date due to a pandemic, any rooms booked will be moved to the new date (subject to availability). No cancellations of the rooms for the new date will be possible. Room cancellations will follow the accommodation booking terms and conditions.
- 17.6. Should Avianto assist with postponing a date due to a pandemic, the new date will be subject to management approval and such date should not take away from Avianto's ability to sell new business for that date. For example, Monday – Thursdays will be encouraged as a first option when assisting any postponed wedding.
- 17.7. Any promotional packages included at the time of the sale may not necessarily be moved over to the new postponement date and any discounts will only be honoured subject to management approval. Promotions may have been determined for a specific time frame / season when booking. This will be at the discretion of the company. As annual price increases are not predictable, the new price of the menu at the new date will be determined by the then going market prices.
- 17.8. Should your wedding be cancelled for any reason after a postponement has been accommodated, any refund will only be made once the date has been rebooked by another function and this refund will be as an Avianto Voucher of the value of the funds that have been paid to be utilised for any future Avianto booking of your choice. Any discounts passed onto the new booking for Venue Hire or minimum Guest Amount will be deducted from the potential refund for your voucher value. A R5 000.00 handling fee will be deducted from the value of your voucher. Should the venue not be rebooked the full payments received will be forfeited.

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18 CANCELLATION POLICY

- 18.1. Should your wedding be cancelled for any reason, any refund will only be made once the date has been rebooked by another function. Any discounts passed onto the new booking for Venue Hire or minimum Guest Amount will be deducted from the potential refund. A R5 000.00 handling fee and 4% of the recon / quotation value upon sale will be deducted from any refunds. Should the venue not be rebooked the full payments received will be forfeited.
- 18.2. In the event of non-payment of the fees within the time specified, Avianto shall be entitled to cancel a booking, after giving the client written notice giving them seven days to rectify but no later than 48 hours prior to the function
- 18.3. In the event the wedding is cancelled by Avianto, for any reason other than due to the default of the Client of the terms of this agreement, Avianto will immediately refund all amounts paid to date by the Client.
- 18.4. The Client must confirm all changes and cancellations in writing.

19. MARKETING MATERIAL

- 19.1. The Client hereby grants Avianto permission to use copies of the photographs and video(s) produced for your wedding under this service agreement, including your image/s, likeness, for marketing and advertising purposes.
- 19.2. Avianto reserves the right of refusal of any TV Production company filming on the property. This includes any filming at a wedding or function for any other reason than personal use. Prior approval is required from Avianto Marketing Department or General Manager.

20. APPOINTMENTS AND PAYMENT REQUIREMENTS

- 20.1. Avianto operates on a cashless basis, only credit, EFT and debit cards will be accepted for all payments. This form of payment reduces the risk of theft and therefore provides a much safer environment for Guests and Staff.
- 20.2. Your booking will be confirmed on receipt of the completed and **signed contract and full payment of the venue hire.**
- 20.3. 150 days (5 months) prior to the wedding, 25% of the food bill, full waitron and barmen charges are payable.
- 20.4. 120 days (4 months) prior to the wedding, 25% of the balance of the food bill is payable.

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- 20.5. 90 days (3 months) prior to the wedding, 25% of the balance of the food bill is payable.
- 20.6. 60 days (2 months) prior to the wedding, menus are confirmed, and the final balance of the food bill is payable.
- 20.7. 30 days prior to the wedding all outstanding monies, such as bar requirements, additional guests, packages or exclusive add-ons etc need to be settled.
- 20.8. 2 weeks prior to the wedding any final additions after the final appointment must be settled.
- 20.9. A final appointment will be scheduled 4 weeks prior to the wedding. In the event of non-payment of fees, the coordinator will not be able to schedule this final appointment.
- 20.10. On check out the day after the wedding 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 or bank guaranteed cheque at the Hotel Reception.
- 20.11. Avianto reserves the right to charge interest at Prime lending rate plus 15% on any outstanding payments.

21. BANKING DETAILS

Account Name: Avianto Properties (Pty) Ltd

Bank: Capitec Bank

Account Number: 1051499496

Branch Code: 450105

- 21.1. Should you deposit money directly into our account, please use your date as the reference as follows: 20240101BH (Year/Month/Day/Venue)
- 21.2. The customer / authorised representative of the Customer, by his/her signature hereto, hereby confirm that he/she is duly authorised, if the information supplied is true and correct. The Customer confirms that he/she has read and understood the general terms and conditions and hereby agrees to abide by the terms and conditions as set out in the Avianto General Terms and Conditions Document as referenced herein and hereby binds himself/herself in their personal capacity as surety for all monies owing, arising from this agreement. He/she further confirm that it was explained to him/her that he/ she is entitled to have this document translated into a language of his/her choice at his/her expense.
- 21.3. Regrettably we do not accept cash or cheques. Visa, Master Card, American Express and Zapper are accepted. EFT by prior arrangement only. Please notify all your invited guests to avoid any inconvenience on the day.

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22. JURISDICTION

22.1. Avianto and the client consent to the jurisdiction of the Magistrate's Court in respect of any

Signed at:

Today's Date and Year:

Client Name:

Client Signature:

Avianto Representative Name:

Avianto Signature:

Witness Signature:

Date:

action or proceedings which may be brought against either in connection with this agreement, notwithstanding that such action or proceeding should otherwise be beyond such jurisdiction.

23. WHOLE AGREEMENT

This constitutes the whole agreement between the Avianto and the client. No alteration or variation of this Agreement will be of any force or effect unless reduced to writing and signed by both parties.