



## General Rules for Events at Protea Guest Cottages & Conference Centre

Please review the following guidelines for your upcoming event at Protea Guest Cottages & Conference Centre. These rules are in place to ensure the safety and well-being of all guests, protect the property, and facilitate a smooth and enjoyable experience for everyone.

### Venue and Equipment:

- All exhibition stands and equipment must be free-standing.
- No damage may be caused to walls, doors, partitions, or tiled or painted surfaces through the use of pins, screws, nails, staples, double-sided tape, or stickers.
- No painting is permitted in any of the venues.
- No live bands, music or acts without prior written approval.
- Open flames are not allowed. Smoking can be done in the smoking areas.
- Tampering with plug points, light sockets, or distribution boards is strictly prohibited.
- Clients are responsible for any damage caused to the allocated venue, furniture, utensils, or equipment by themselves, their guests, or their employees.
- All decorations must be approved by our team in advance. Please refrain from using any materials that may damage the property.
- A surcharge may apply for the use of video or music equipment. Please also indicate in writing if microphones or audio connections are required.
- Each event is up to six hours in duration. **Extending** beyond the agreed-upon time will incur a fee of **R2,000 per hour**.
- A safety deposit is required. This will be refunded in full upon completion of the event.
- Limitation of Liability for **Personal Property**
- No weapons are allowed onto the property by guests. This includes guns, melee weapons, or knives.
- Protea Ridge Guest Cottages & Conference Centre assumes no responsibility and bears no liability for any loss, theft, damage, disappearance, or other casualty affecting property or items left on the premises. The safekeeping and security of all personal property brought onto the property by the guest, their vendors, contractors, or invitees is the sole risk and responsibility of the booking guest.
- Assumption of Risk
- It is the exclusive responsibility of the guest, together with their vendors and attendees, to ensure that all personal property is kept safe and secure at all times.
- Any items left on the property prior to or following the event shall be at the guest's sole risk. By leaving property on the premises before or after the event, the guest expressly acknowledges and agrees to accept full responsibility for such items, including but not limited to their location, condition, and security.

- Children must be supervised by an adult at all times.
- Guests are responsible for any additional setup or packing that does not involve our equipment. Customisations or personalisations are the sole responsibility of the guest.
- The pool is available only to guests, or by special request. We do not permit any activities other than swimming and general recreation in or around the pool.

### **Catering and Supplies:**

- No outside food or beverages are permitted on the property unless otherwise agreed upon.
- Protea Guest Cottages & Conference Venue is not responsible for items lost or damaged before, during, or after your event.
- The venue is not responsible for the safekeeping of decorations or audiovisual equipment delivered by third-party companies.
- Storage of any items will incur a daily surcharge. Suppliers are responsible for removing their items immediately after the event. Failure to do so will result in a **R2000** per day storage fee.

### **Third-Party Contractors:**

- A 15% handling fee will be added to invoices from third-party contractors to cover internal costs and bank charges. This means that if you have a supplier (e.g., decorator) and wish to pay one account only, we can include their cost in your final invoice with the additional fee. Please note that Protea Guest Cottages & Conference Venue will only make payment to third-party suppliers once your full payment is received.
- All suppliers must comply with the South African Health & Safety Act and provide necessary documents upon request.

### **Additional Information:**

- Suspending any items, equipment, or structure from the ceiling, light fittings, or chandeliers without authorization from the Operations Manager is prohibited.
- All deliveries related to your event must be addressed to the Events Coordinator, specify Protea Guest Cottages & Conference Venue and your event name, and include a contact name and number.
- Protea Guest Cottages & Conference Venue does not provide adaptors, extension cords, or multi-plugs. Limited audiovisual equipment is available for rental at an additional cost.

We appreciate your cooperation in adhering to these guidelines. If you have any questions or require further clarification, please do not hesitate to contact our Events Team. Booking and Payment:

**Deposit and Payment:** A non-refundable deposit of 50% of the total booking cost is required to confirm your reservation. The remaining 50% must be paid in full 30 days prior to your event date.

**Security Deposit:** A security deposit amount of R2500 is required unless otherwise agreed upon

**Cancellation Policy:** Cancellations made less than 30 days before the event date will result in the forfeiture of your deposit. Cancellations made between 30 and 60 days prior will incur a 25% cancellation fee. Cancellations made more than 60 days in advance will receive a full refund of the deposit.

### **Guest Count and Occupancy:**

- The final guest count must be confirmed 14 days before the event date.

- Any increase in guest count after confirmation will incur additional charges, based on availability. The maximum capacity of each venue is strictly enforced for safety and fire code regulations. They may not be exceeded under any circumstances.
- Overnight guests must book and pay for accommodations separately.

### **Catering and Beverages:**

- Protea Guest Cottages & Conference Centre offers a variety of catering options and packages to suit your needs and budget.
- Outside catering is not permitted without prior written approval from the management.
- A corkage fee will apply to any outside alcoholic beverages brought onto the property unless otherwise discussed or agreed upon before the event.
- No food or beverages may be consumed outside of designated areas.

### **Venue Usage and Restrictions:**

- Smoking is only permitted in designated outdoor areas.
- Drugs and or drug use is not permitted on the property. Due lawful procedure will be put in action.
- Open flames, candles, and fireworks are strictly prohibited.
- Loud music must be kept to a reasonable level and adhere to local noise ordinances (venues only). No loud music is permitted in the rooms.
- Music must be turned down at 10:00pm according to local regulations
- DO NOT FEED OR CHASE OR PET THE RABBITS.
- Patrons are only allowed to utilise the area (lapa, venue, restaurant etc) according to what has been agreed upon for the event. Guests attending the event are not allowed to walk around the guest rooms and other areas unless they are also booked in.
- Decorations and equipment must be approved by Protea Guest Cottages & Conference Centre staff to ensure safety and compliance with fire codes.
- No damage is allowed to the venue or its property. Guests are responsible for any damage they or their guests may cause.

### **Security and Parking:**

- Protea Guest Cottages & Conference Centre provides security personnel during events.
- Parking on premises is at owners risk. Protea Ridge takes no responsibilities for lost, stolen or damaged items.
- Ensure all valuables are secure, out of sight and reach if left inside vehicles.

**Additional Policies:**

A separate agreement is required for events involving live music or entertainment.

All vendors must provide proof of insurance and comply with all applicable regulations.

Protea Guest Cottages & Conference Centre is not responsible for lost or stolen items.

We reserve the right to refuse service to anyone who violates our policies or disrupts the event.

These policies are subject to change without notice. Please ensure that you understand the contents of this document. If you have any further questions, please request assistance before signing.

Staff Name:\_\_\_\_\_. Sign:\_\_\_\_\_

Guest Name:\_\_\_\_\_. Sign:\_\_\_\_\_

Date\_\_\_\_\_