

## **FUNCTION TERMS AND CONDITIONS**

The services rendered by Misty River shall consist of details stipulated on the accepted quotation. The management and staff of Misty river will make every effort to let your function be a success. Notwithstanding your common law rights and in order to avoid confusion, misunderstanding or even unhappiness, the following terms and conditions have to apply:

### **WEDDINGS/FUNCTIONS**

#### **PAYMENT POLICIES:**

1. Once a date has been provisionally booked at Misty River, a deposit of 25% of the quoted price must be paid within a seven day period of this provisional booking.
2. Fourteen (14) days prior to the wedding/function, final confirmation of the guest list must be given and the outstanding balance of the amount due to Misty River must be paid in full with an additional breakage deposit of R1 500. This breakage deposit is refundable to the client within 7 days of the function should no damages have occurred, which will be subtracted from this amount.
3. By paying a deposit you automatically indicate your acceptance of Misty River policies regarding payment, cancellation and postponement.
4. Should the deposit have not been paid by the required date, Misty River reserves the right to cancel the provisional booking.
5. Payments will only be received in cash, bank guaranteed cheques or direct bank transfer - please us your surname and initials as a permanent reference and fax through the deposit slip to 086 519 8405 or e-mail to [bookings@mistyriver.co.za](mailto:bookings@mistyriver.co.za).
6. We regret no cheques without a bank guarantee will be accepted.
7. Once the deposit has been received a letter of confirmation will be faxed/e-mailed to you within 3 days of payment.
8. Cancellation structure:
  - On cancellation of the wedding, 6 months or more prior to the date of the wedding, the deposit, less a handling fee of R2 000, will only be refunded to you if the wedding date can be rebooked.
  - On cancellation of the wedding 14 days to 6 months prior to the wedding, the deposit minus the handling fee of R2 000, will only be refunded to you if the wedding date can be rebooked;
  - On cancellation of the wedding, less than 14 days prior to the date of the wedding, the deposit will be forfeited and Misty River reserves the right to charge the balance of the estimated and proposed function cost.
9. Postponements:
  - Should you postpone your wedding for whatever reason, Misty River will only refund or move the money paid to us onto the new date, once the original date has been rebooked by another function. Until such time the above deposit structure will be required to confirm the new date.

- In the event of the original date not being rebooked by another function, the deposit will not be refunded.
10. Food and Beverage prices quoted are subject to change without prior notice, however, these will be kept to a maximum of 10%.
  11. All outstanding bar accounts are to be settled on the day of the wedding. Our Banking details are as follows: Misty River Guesthouse, Absa Bank, Account number 4065473264, Branch and code: Southgate 632005

### **ADMINISTRATIVE POLICIES**

1. The provisional booking form must be completed with the Function Coordinator once a date has been selected, and a copy taken with you.
2. This provisional booking will be held for no longer than seven days.
3. Should you not contact the Function Coordinator during this period, our Function Co-ordinator will contact you on the seventh day, and all payment policies will apply.
4. Our function Coordinator is available to see you by appointment.
5. Please be advised that we do not allow clients to see venues on dates when functions have been booked, however, this is flexible and prior arrangement for viewing may be made with the function Coordinator.
6. A final appointment will be scheduled with you, no less than fourteen working days prior to your wedding date. This final appointment will be to finalize details such as number of guests, final payment, outside supplier details etc. as well as to sign the final function detail sheet.
7. Please be advised that once this final function sheet is signed, no changes will be accepted, unless done so in writing.

### **OPERATING POLICIES**

1. Once the final function sheet has been signed, Misty River will use this as the specifications as to how your wedding day is to be run, any changes to this signed document must be made in writing.
2. The venue will be yours from 08h00 on the day of your wedding.
3. Please be advised that all final operations details, as well as cleaning will be completed by Misty River, no less than one hour prior to your chapel service.
4. No decorating or flower arranging may take place at Misty river on the date of your wedding, however this is flexible and arrangements may be made.
5. We accept no responsibility for any deviation by you from the signed final function sheet.
6. We accept no responsibility for poor service deliverance, actions and or opinions from any suppliers, recommended or otherwise.
7. All supplier details must be made known to Misty River no later than the final appointment date.

8. No liquor or beverages, other than that supplied by Misty River may be brought onto the premises, unless by prior arrangement.
9. Outside or private catering are allowed and a surcharge are payable in this event.
10. All all evening functions the bar closes at 23h30 and the music stop at 00h00.  
Evening functions are allowed to continue until 01h00. Extensions of these times may be made by prior arrangement with management at an extra Venue hire cost of R750.00 per hour or part thereof. Additional cost for music, in extra time, must be settled with the DJ