



TERMS & CONDITIONS

CONFIRMATION & DEPOSIT PAYMENTS

- To confirm a reservation a copy of this contract is to be signed within 5 days of making the reservation. Once the signed contract has been received together with proof of payment (50% deposit) the booking will be confirmed.

Deposit payments are required as follows:

- Conference or function – 50% deposit is required, to confirm booking.
- Outstanding 50% needs to be settled 7 days before function.
- In the event of non-payment of the fees within the time specified, Villa San Giovanni shall be entitled to cancel the booking.
- All monies are non-refundable once paid by the client.
- On the day of the function 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 cash.

CANCELLATION

In the event of the conference / function being cancelled or postponed:

- 21 days prior or to the date of event - 50% of the total estimated amount will be charged.
- 14 days prior or less to date of event - 100% of total estimated amount will be charged.
- The following cancellation charges will apply if reduction of more than 10% of rooms/guests reserved occurs less than 40 days prior to the scheduled arrival date.
- 40-21 days prior to arrival = 50% of the total cancelled reservation value.
- 20-8 days prior to arrival = 75% of the total cancelled reservation value.
- 7-0 days prior to arrival = 100% of the total cancelled reservation value.
- All monies are non-refundable once paid by the client. Any refund will be on the same basis as per the first point above.
- Villa San Giovanni 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 Villa San Giovanni which shall prevent it from performing its obligations. In these circumstances every effort will be made to find an alternative venue.
- All changes and cancellations to be made by the client in writing and signed off.

BILLING ARRANGEMENTS

- We require clients to brief us with regard to their billing arrangements for delegates' telephone calls, mini bar usage, room service orders and beverage accounts during mealtimes. In the event of a Master account, the client will be responsible for all extras used by the delegates and payment thereof on departure. If delegates are responsible for extras they will be required to settle these accounts on departure. Should the outstanding amounts not be settled they will be charged to the Master account.

AFTER HOURS

- After 12:00am R900.00 will be charged per hour thereafter.

RISK/LOSS/DAMAGES

- While Villa San Giovanni features emergency water tanks and a full backup generator set, we shall not be held liable for interruptions of services (water, electricity, sanitary).
- Whilst every precaution will be taken to ensure the safeguarding of your belongings, Villa San Giovanni will not be liable for loss or damage to any property whatsoever (décor props, signage, valuables, etc). We recommend that all personal and valuable property be removed directly after the conference/function.
- Should the Villa San Giovanni building, surrounding gardens, décor or napery be damaged by the client or any of the client's suppliers during the set-up or break down operations of the conference, the client shall be held responsible and will be billed accordingly.
- Villa San Giovanni, its employees or any person employed at any conference will not be held liable for any loss or injury to persons, due to negligence or any other cause whatsoever.
- Villa San Giovanni reserves the right to refurbish and upgrade the venues from time to time.

MENU SELECTION

Our extensive menus are interchangeable to accommodate your personal requirements. Copies of our menus are available on request on the website.

- Food may not be brought onto the premises.

Please note that your entire guest amount must be catered for:

- Applicable to any and all menu options available on our menu selector.
- Suppliers (Dj, Photographer etc) contracted to work at the reception will be included in the total guest amount/ selector menu for catering purposes.
- 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 year.
- Should your final number of guest on the day of your function, exceed the number confirmed you will be charged the quoted menu cost in addition to a 10% surcharge.

BAR SERVICES

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 reconciliation of the bar account during the function.

- No food or beverage may be brought onto the property, into any of our function rooms by the customer or his guests for consumption on the premises, unless the prior written consent of Villa San Giovanni has been obtained. This also applies to "dinky bottles" party favours and gifts.
- Corkage R50.00 per bottle.
- Any changes to the bar requirements at any stage are to be done in writing.
- Wine orders need to be placed two weeks prior to a function. No wines, spirits, beers or soft drinks may be brought onto the premises.
- An updated list of bar prices is available on request.
- Villa San Giovanni Bar prices are subject to change without prior notice.