

# TERMS AND CONDITIONS OF BOOKING

Bisley Valley Catering cc T/A "The Secret Garden"

Please note : By booking a function with us, you have read & agreed with our T & C's

Client's name :

Contact number :

Signature :

1. Provisional bookings will only become a confirmed booking on receipt of a deposit. A provisional booking must be confirmed by deposit within three (3) weeks, if made 120 days (or more) prior to the booked date. Due to pressure on our calendar, provisional bookings made less than 120 days prior to the booked date may be asked to confirm with a deposit within three (3) days (or less). Once a confirmation date expires, the provisional booking will automatically be released.
2. All deposits and any part-payments made prior to an event are non-refundable and, in the event of a cancellation, all deposit will be forfeited.
3. Any cancellation must be in writing. Please note that the following cancellation fees will be charged: if notification is received more than 4 months (120 days) = 50% of the full estimated cost / more than 2 months (60 days) = 75% of the full estimated cost / 1 month (30 days) or less = 100% of the full estimated cost
4. All accounts including your bar limit and any other pre-arranged expenses are to be settled in full fourteen (14) days prior to the function. Any outstanding amount on the account must be settled on the day of the function. Any outstanding bar tabs after the function will be at the payers expense.
5. We reserve the right to charge a breakage deposit / per head, payable fourteen days prior to the function, which is refundable seven (7) days after the function, if no damage has occurred. The deposit amount will vary depending on the size and potential risk of the function.
6. Should the venue be available for you to use on the day (or part day) before your function for decorating, draping, flowers etc. a fee may be charged for late set-ups. Collection of goods after your function can be done Monday to Friday between 08h00 and 16h00. If there is a function at Secret Garden on the day immediately following your function, then all decoration supplied by any company other than Secret Garden must be removed before 07h00 on the morning after your function and at your own cost.
7. The client will notify Secret Garden, not less than fourteen (14) days prior to the function, of the confirmed number of guests that will be attending. This will be the number used to finalize your catering arrangements and pay the balance of your account.
8. If more guests arrive than the original number agreed on (and paid for) the client will be charged a pro-rata "per head rate" per extra guest.
9. Unless by special arrangement, a maximum of 200 guests will be allowed at the venue per function. Management reserves the right to close the gates and restrict further entry should this amount be exceeded. The Right of Admission is reserved at all times.
10. The Secret Garden reserves the right to cancel any booking forthwith and without liability on its part in the event of any damage or destruction of the venue by fire or any other cause, any shortage of labour or food supplies, strikes, lockouts or industrial unrest, interruption to the supply of electricity/ black-outs or any cause beyond the control of the company which shall prevent it from performing its obligations in connection with any bookings .
11. The Secret Garden does not accept liability for loss or damage to any item of property of customers howsoever such loss or damage may occur. The Secret Garden does not accept liability for injury to you or your guests on the premises due to negligence, over-indulgence or any other cause. Children are welcome but must be the responsibility of a designated adult at all times. For their own safety, children must not be left unattended, they must not play/fall in our various water features. Unruly children and their guardians will, reluctantly, be asked to leave.
12. Unless by prior arrangement, no alcohol, beverages or food, may be brought onto The Secret Garden premises for consumption. Any consumption of alcohol brought onto the premises without prior arrangement, will risk forfeit of breakage deposit.
13. All draping of The Secret Garden will be done by our in house draping team as well as all marquee & chair hiring, if needed
14. An additional cost of R100 + VAT per staff member per hour (or part thereof) will be charged for functions that go on past 12h00 or exceed 9 hours in duration, whichever comes first. All loud music must cease at 23h45.
15. Waiters are quoted on an estimation of hours they work, if they exceed estimated time, we will invoice the client for extra hours worked.
16. The client shall not assign this booking to any 3rd party to utilise the company's facilities without the Company's prior written approval.
17. Any changes to the above Terms & Conditions must agreed in writing by both parties.
18. Interest will be charged at prime bank rate (as charged by Nedbank at the due date) plus 2%, per month for any amounts outstanding.
19. **All quoted prices include Vat unless stated otherwise and quoted prices are subject to change should the cost of food rise drastically**
20. **Cash deposit bank charges will be at the depositor's expense, please contact The Secret Garden before making a cash deposit.**

**Due to safety, The Secret Garden does not allow paraffin candles, sparklers or Chinese sky fire lanterns**

E&OE

THESE TERMS & CONDITIONS ARE DESIGNED TO SAFE-GUARD BOTH YOU AND US AND TO ENSURE THAT YOU RECEIVE AN EXCELLENT STANDARD OF SERVICE. WE LOOK FORWARD TO ENSURING THAT YOU HOST AN OUTSTANDING FUNCTION AND IF YOU NEED ANY ASSISTANCE WHATSOEVER, PLEASE DO NOT HESITATE TO CONTACT US.

**Jamie & Dana**

**(082 844 8451)**

The SECRET GARDEN MANAGEMENT TEAM

PLEASE SIGN AND EMAIL THIS FORM BACK TO US : [info@secretgarden.co.za](mailto:info@secretgarden.co.za)

OUR BANKING DETAILS : Account Name: (Bisley Valley Catering cc) trading as "SECRET GARDEN"  
Bankers: **Nedbank** (Scottsville, Pietermaritzburg, KZN) - Sort Code **13-41-25** Current Account No: **1341 069524**  
Bisley Valley Catering cc T/A "The Secret Garden" (Postal: PO Box 91, Mkhondeni, Pietermaritzburg 3204)