



Terms and Conditions

Payment Terms

Banking details are provided on all pro-forma invoices that are supplied to you upon reservation. Once the deposit/payment is made, proof of payment should be emailed through to accounts@relaxinn.co.za within 48 working hours to hold your booking. An acknowledgement will be issued confirming the receipt of your payment and an updated account/invoice may be requested by you. We accept Visa / Master / Diners / Amex card, Cash or Electronic transfers.

PLEASE NOTE THAT WE DO NOT ACCEPT CHEQUES OF ANY KIND.

PLEASE NOTE THAT NO WEDDING/FUNCTION DATE WILL BE CONFIRMED UNTIL THE PROOF OF PAYMENT HAS BEEN RECEIVED BY RELAX INN.

Confirmation Deposit

A deposit of R20'000.00 is required to secure your wedding/function date. No date will be held until the proof of payment is received and acknowledged by Relax Inn. Final account including accommodation and food etc. must be settled in FULL 2 weeks prior to the function date. If the final payment is not received 14 working days before the function, the establishment reserves the right to cancel the function and withhold the deposit.

Cancellation Policy

All cancellations and postponements MUST BE MADE IN WRITING. No verbal cancellations or postponements will be accepted. The parties agree and understand that in the event of a cancellation, business expenses are incurred and would be difficult to recoup, dependant on the timeframe. Therefore, it is agreed that the following percentage would be retained in the event of a cancellation:

- ❖ Less than 7 days prior to function date - 100% fee
- ❖ Between 8-14 days prior to function date - 75% fee
- ❖ Between 15 -27 days prior to function date - 50%
- ❖ 28 days + prior to arrival - 25% fee.

032 525 8107



info@relaxinn.co.za



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Dolphin Coast, 4399





Amendments/Changes

The parties agree that any amendments/changes to the arrangements of your wedding/function need to be communicated in writing and signed off by both you and us, provided that the terms & conditions of this contract has been adhered to.

Breakage Deposit

A breakage deposit of R5000.00 will be charged to your final account. A full refund would be made within 7 working days following your function, provided that no loss/damage has been incurred to us, as a result of the actions of you/your guests.

Conduct of Event

You assume full responsibility for the conduct of all persons in attendance of your event and for any damage done to any part of our premises during the time of your event.

Service Providers

You agree to provide us with full contact details for the service providers that will be in attendance. They will be required to sign of indemnity acknowledging that any loss/damage caused directly by them or their staff, will be for their own account. They will not be allowed onto the premises unless this has been signed.

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Function Times

You agree to begin your event promptly at the scheduled start time and agree to have your guests/invitees and any other persons in attendance, vacate the designated event space at the time indicated on the final function sheet. As courtesy, we will allow for a delay in the commencement of your function by a maximum of 1 hour (60 minutes). You further agree to reimburse us for overtime venue fees, as well as any overtime wage payments or other expense incurred by us as a result of your failure to comply with these regulations. The below table reflects our recommended function times and may be amended to meet your requirements at the discretion management, the final times are to be signed off by both parties. There are 3 function times available:

Function Times	Start	Finish
Morning Wedding	10h00	8 hours from 10h00
Lunch Wedding	12h00	8 hours from 12h00
Afternoon Wedding	14h00	8 hours from 14h00

An additional amount of R1500 per hour or part thereof will be levied after these closing times & R3000 per hour or part thereof after Eleven (23h00).

Fees will be calculated up until the reception venue is vacated by all the guests, closed and locked.

Outside Food & Beverage

All food and beverages need to be supplied and served by Relax Inn. No food or beverages from outside sources may be brought into or served at the property, with an exception to cake/s and or party favours. Provisions for the serving of Halaal and/or Kosher meals can be arranged and need to be communicated in writing. A tasting will be arranged prior to your event, to finalise and sign off your selected menu.

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The Bar Facility

We provide a full bar facility at reasonable rates. As we are fully licensed, the liquor act prohibits any form of alcoholic beverages being brought onto the premises. This will be strictly enforced and should any alcoholic beverage/s be brought onto the premises they will be retained by Management, until departure.

We do permit corkage at R60 per bottle for wine and R60 per bottle for champagne. Guests will not be permitted behind the bar area, under any circumstances.

Should you wish for alcoholic beverages to be served before the actual reception, this can be arranged, and the added extra cost will not be part of the normal bar account set up, unless otherwise arranged with Management. The bar must close strictly at 23h00 (Eleven) and no alcohol will be served after this time.

Price lists for drinks are available upon request and may be subject to change without prior notice.

Guarantee of Anticipated Revenue

You are required to inform us at least 7 working days prior to your event of the exact number of people who will be in attendance. Should your guest count exceed the final number confirmed by you, you agree to pay a penalty equal to the quoted price per head, per additional guest in attendance.

Children

Please note that children are the responsibility of their parents or guardians and not the responsibility of Relax Inn or its staff. They are to be supervised at all times.

Please bear in mind that we have a swimming pool and fishpond on the property and accept no responsibility for any accidents due to unforeseen circumstances.

Accommodation

Kindly contact reservations with regards to special rates that might apply for your guests on your wedding night.

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Gratuities

Gratuities are not included, and we leave this entirely to your discretion. We do ask, however, that if any gratuities are given, that they be given to Management or placed in the facilities provided at reception. Management will then ensure that ALL staff, including those behind the scenes will be suitably included.

Check in Times

Check in is between 14h00 and 17h00 depending on the time of the wedding/function taking place. If a different time is required, please arrange with Management.

Check out is at 10h00 on the day of departure to allow the staff to clean the suites for the next guest. Guests are more than welcome to leave their luggage at reception for later collection, if necessary.

All keys for the suites MUST be left at the reception on departure. Any keys NOT left or handed in at reception will be charged for at the replacement cost.

Dietary requirements must be sent to the manager in writing before arrival.

Fire Safety

All setup displays and props must be in compliance with the local Fire Department and regulations pertaining to occupancy load, mandatory aisles, ceiling clearance and fire exits.

Any event which has vehicle displays, pyrotechnics, fog machines, fuelled cooking demonstrations, laser, exhibits or extensive productions with staging and props must have a certified permit from the local Fire Marshal. All associated fees for permits, floor plan approval and stand -by fire watch are your responsibility and final approval copies must be received at least 3 days prior to the event.

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Security

If required, by our sole judgement, in order to maintain adequate security measures in light of the size or nature of your event, you will provide at your expense, security personnel supplied by a reputable licensed guard or security agency, the agency will be subject to our approval. Such security personnel may not carry weapons.

Promotional Considerations

We have the right to review and approve any advertisements or promotional materials in connection with your function, which specifically reflect Relax Inn's name or logo.

Force Majeure

Neither party shall be responsible for failure to perform this contract if circumstances beyond their control, including, but not limited to, acts of God, shortage of commodities or suppliers to be furnished by Relax Inn, governmental authority, or declared war in South Africa making it illegal or impossible for the hotel to hold the event.

Indemnification

To the extent permitted by law, you agree to protect, indemnify, defend and hold harmless Relax Inn and their respective employees and agents against all claims, losses or damages to persons or property, governmental charges or fines, and costs (including reasonable attorney fees) arising out of or connected with your function, except those claims arising out of the sole negligence or wilful misconduct of the hotel. You represent and warrant that your activities conducted at the hotel and in connection with the function shall not infringe the patent, copyright or trademark rights or violate rights of privacy or publicity of any third party.

Function Confirmation

Upon review of your requirements and selection, an Event Function Sheet (Annexure A) will be sent to you, to confirm all the final arrangements and prices. This will need to be checked, signed and returned by you and will form part of this contractual agreement.

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The undersigned is/are authorised to sign and enter into this contract.

Client

Full Name, Surname & Capacity

Signature

Relax Inn

Full Name, Surname & Capacity

Signature

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