



## **Venue Hire Terms and Conditions**

### **1. Times of venue hire/usage**

- a. Venues need to be booked for a minimum of 2 hours.
- b. If a venue is used for part of an hour, the full hour will be invoiced.
- c. Access to a venue will be provided only for the times that the venue has been booked. Customers will not be allowed to enter the venue before the start time of their booking nor remain in the venue after the booking time has ended (including for packing up and cleaning). Therefore, venue hire times must include the time required to set up the venue before and clean the venue after.
- d. Customers are welcome to consult with Centre management about setting up venue equipment and doing a test run before the booking, but this can be done only by appointment and only during office hours.
- e. In the event of an early departure or a late arrival, the full amount will still be due, and no refunds will be given for reduced use of the venue.
- f. Centre management allows for a minimum of one hour between bookings and this cannot be waived under any circumstances.

### **2. Payment terms**

- a. A deposit of R1000 must be paid for each venue hired.
- b. To secure a booking the full payment, including the deposit, must be paid by not less than 7 days before the date of the event.
- c. If full payment is not received 7 days before the event, the booking will be cancelled, and the venue will be made available to other customers.
- d. Bookings made less than 7 days before the event date require immediate payment to secure the booking.
- e. Full payment must reflect in the Centre's bank account before the venue can be accessed.
- f. Prices include VAT.
- g. Customers can make payments online via PayFast or can pay via EFT or bank deposit. Customers should make payment

only after the booking has been confirmed by the Bookings Officer.

h. Customers must ensure that they use the issued invoice number as the reference for their payments.

i. All proof of payments must be sent to the Bookings Officer.

j. The deposit is refundable provided there was no damage or loss as a result of the venue hire.

k. Deposits are refunded once the Centre has done an assessment of the venue after the event and is satisfied with the condition of the venue and equipment.

l. If there is loss or damage the deposit will be used to cover the expenses and the balance, if any, will be paid to the customer. If the deposit is insufficient the customer will need to pay the difference.

m. Customers must request a deposit refund from the Bookings Officer by supplying the following:

i. A confirmation letter of the bank account from your bank

ii. Completed refund request letter obtained from Bookings Officer

iii. Should the bookings account name be different from the bank account name, an email providing an explanation together with requested proof must be sent.

n. Deposit refunds take 14 days from the request date to be processed and paid.

### **3. Customer's obligations and prohibitions**

a. Customers must do their own set-up and strike down. The Centre does not have staff available to help with setup or strike down. Please do not ask the security guards to help as they need to monitor security and the reception area at all times.

b. Customers are not permitted to affix anything to the walls or floors of the venue.

c. Customers may not make any structural changes or cause any damage to the infrastructure through the use of nails, screws, pins or anything else that will damage the structural and/or aesthetic integrity of the venue or leave holes or marks or any other damage.

d. No access to, or hanging objects of whatsoever nature, from the roof, rafters or ceilings either inside or outside will be permitted without prior written consent of the Centre management.

e. Customers may not stand on the Centre's chairs. Damaged chairs will be replaced at the customer's cost.

f. Damages and breakages must be reported immediately to the building manager or security. Customers are responsible for damages as a result of their venue hire.

g. All venue hire must terminate by 10pm. In the event that this is not adhered to, the electrical power will be switched off.

h. Sound is to be kept at a reasonable level.

i. The venue must be left in a clean and tidy state after use.

j. Breach of rules or unruly behaviour will not be tolerated. The Centre's security guards will escort such customers off the property.

#### **4. Legal liability/risk**

- a. The customer accepts that Isivivana Centre assumes no responsibility for death or any injuries to any person or damage to and/or loss of property or inconvenience caused, of whatever nature, and the customer hereby indemnifies Isivivana Centre/KYCC Trust against any such claims, where such claims relate to a customer/customer's venue hire.
- b. Limited secure parking may be available on site by prior arrangement and at the customer's risk. Isivivana Centre/KYCC Trust will bear no liability for any loss or damage howsoever caused, including but not limited to, theft, vandalism, accident (by the customer or others) or any other loss or damage suffered as a result of being at the Centre/hiring a venue.
- c. The Centre provides venue hire and the hire of certain equipment and is not responsible for any other services. However, details of caterers or hiring services can be provided, should customers wish to use them, at their own risk.
- d. When customers bring their own equipment and decorations, they do so at their own risk.
- e. The customer is responsible for any loss of or damage to the Centre's property, of whatsoever nature, whether caused by them or by third parties, and shall pay the required amount on receipt of an invoice and written request to repair or replace the damaged or lost item/s.
- f. Any bank charges payable for direct deposits are for the customer's account.

**Email: [bookings@isivivanacentre.org.za](mailto:bookings@isivivanacentre.org.za) for any refund queries.**