

## GENERAL TERMS & CONDITIONS:

### Provisional Reservations

All reservations are considered provisional until deposit confirmation has been received. Provisional reservations will be reserved for a period of seven (7) days only, after which the booking will be considered cancelled and the venue made available to other clients.

### Deposit & Payment structure

- By paying a R10 000.00 NON refundable deposit you will secure your preferred date.
- A breakage deposit of R2 000.00 will be charged to your final invoice
- The breakage deposit is refundable within thirty (30) days from the wedding.
- **The R10 000.00 deposit is a non refundable deposit.**
- Should you book any of our suppliers (DJ/Hare & Makeup/Wedding cake) a 50% deposit is required to book your date.
- All outstanding amounts are payable 14 days in before your wedding date.
- Should the full payment not be received by the requested date, Oak House venue reserves the right to cancel the function and retail all prior payments.
- Payments will only be received by direct bank transfers or credit card payments on site.
- All prices are inclusive of VAT
- Should the deposit not been paid by the required date, Oak House reserves the right to cancel the provisional booking without any notice to the client.
- By paying the deposit you automatically indicate your acceptance of Oak House Venue's terms & conditions, payment structure, cancellation policy and postponements.
- Oak House adheres a first come first serve principal, thus it is important to pay the deposit at the soonest.
- Oak House Venue reserves the right to change prices without any notice to clients.
- All accommodation payments must be made in full before check in.
- A R100.00 refundable key deposit will be charged to each room's key.
- For any payments please use the invoice number / account number supplied to you and send the proof of payment via e-mail to [carien@oakhousevenue.co.za](mailto:carien@oakhousevenue.co.za)
- Our banking details are as follows:

Oak House Venue  
ABSA, Centurion  
Account nr: 407 704 0049  
Branch code: 630 445

#### CONTACT INFORMATION:

T: 012 734 1857 • F: 012 734 2643  
103 Oak Avenue, Cullinan, 1000 • PO Box 33, Cullinan, 1000  
[www.oakhousevenue.co.za](http://www.oakhousevenue.co.za) • [carien@oakhousevenue.co.za](mailto:carien@oakhousevenue.co.za)

### Confirmation

The provisional booking will be confirmed once you have completed, signed and returned the Booking confirmation form, together with deposit proof of payment. All agreements must be committed to in writing and signed by the respective parties. NO verbal agreements whatsoever will be accepted by management.

### Cancellations

- **Your confirmation deposit of R10 000.00 is a NON refundable deposit.**
- If a confirmed reservation is cancelled within 3 months of the function date you will forfeit 100% of any monies paid towards your function, this excludes the non refundable deposit.
- If a confirmed reservation is cancelled within 4 months of the function date you will forfeit 50% of any monies paid towards your function, this excludes the non refundable deposit.

### Postponement

- Postponement will only be considered if advised in writing at least 60 days prior to the function and the date is re-scheduled within a period of 4 months from the original function date (subject to availability). Thereafter cancellation fees apply.
- Should you postpone your wedding for any reason whatsoever, Oak House Venue will only re-allocate the money paid to us to the new date, once the original date has been re-booked by another client.

### Breakages

- All breakages or damage of any kind will be for the clients (bridal couple's) account.
- These breakages may include such items as fixtures and fittings, furnishings, utensils, glasses, crockery as well as to the Venue or Property or those items (movable or immovable) contained within.
- Oak House Venue reserves the right to withhold the breakage deposit until assessment of damages has been made.
- ALL damages occurred to the chapel of your choice will be charged directly to the client.
- If any damages are caused during your event, you will lose the R2 000.00 deposit paid. If the amount of the damages is higher than the breakage deposit paid you will be invoiced accordingly. If the amount is less than R2 000.00 you will be refunded accordingly less a 10% handling fee.

### Venue Hire

- Venue hire is strictly 8 hours
- Venue hire includes your ceremony.
- Morning weddings (8h00 – 16h00) and Evening weddings (16h00 – 24h00)
- A fee of R2 500.00 p/hour will be charged for Oak House venue and bar to stay open after your 8 hour venue hire.
- The venue hire after 24h00 must be arranged prior to your wedding day, the fee will be charged to your invoice, payable 2 weeks prior to your wedding, should you for any reason whatsoever not use the venue until the arranged overtime, the fee paid will not be refunded.
- **The venue will NOT be open for ANY guest on the day of your wedding before 16:00 – a penalty fee of R500.00 will be charged to the couples account should any one enter the venue on your wedding day before 16:00 if not arranged with management.**
- Bar closes strictly at 23h30 without prior arrangements.

- The venue closes STRICTLY at 24h00, **ALL equipment and décor items AND GUESTS** must be removed from the venue by 24h00, a penalty fee will be charged for every 15minutes after 24h00, this will be deducted from your breakage deposit.
- It is the responsibility of the bridal couple to ensure that their guests leave the venue on time.

#### Unavailability of Venue

- Oak House Venue reserves the right to cancel a booking forthwith liability on its part in the event of force majeure including, but not limited to: war, civil unrest, natural disaster and any other unforeseen circumstances that may lead to the facilities not being available for functions. In such event, Oak House Venue will make an alternative date available for the hosting of the function and/or refund the deposit and fees already paid by the client to Oak House Venue.
- If the client do not adhere to all the terms & conditions stipulated in this wedding package, Oak House Venue reserves the right to cancel the function/wedding at any time.
- The client will be informed of the decision. The Deposit will be refunded minus the expenses that Oak House Venue may have had prior to the function / wedding date.

#### Check in / Check out

- Accommodation check in is at 14h00
- Bridal suite check in is at 12h00 on your wedding day, without prior arrangements.
- All accommodation check out is strictly at 10h00
- Please note: we do NOT have a 24 hour on site reception, you need to arrange your check in time with us, and phone 083 282 8002 30 min prior to your arrival at Oak House Venue, in order for us to assist with your check in to the room allocated to you.
- NO pets allowed

#### Outstanding Bar and Accommodation balances

- Outstanding balances (if any) **MUST BE SETTLED PRIOR TO DEPARTURE.** Any remaining unsettled at this point **WILL BE SUBJECTED TO INTEREST** at 20% for every day outstanding.
- In the event of any guest not paying for his/her private obligation before departure, the client agrees to make payment of their guests behalf.
- Oak House Venue will not be held responsible for any budgets that are exceeded.

#### Music

- Oak House Venue has a designated DJ which we **STRONGLY** advice that you use.
- **Music will stop promptly at 23h45**, in order or the DJ to clear their equipment before 24h00, except if you paid venue hire for additional hours, this **MUST** be arranged prior to your wedding. NO extensions of venue hire will be allowed on the wedding / function day.
- Please ensure that you arrange your additional venue hire with your DJ.

#### Smoking

- There are designated smoking areas. NO smoking is allowed in any other area or on the patio.
- The clients will be held responsible for any damage caused to Oak House Venue's property due to direct or indirect smoking by themselves or any of their guests.
- Oak House Venue reserves the right to issue a warning to smoker's violation any smoke free zone and close the venue, should any of the guests continue to disregard the no smoking act.

#### Venue closing times

- The bar closes strictly at 23h30 and the Venue at 24h00.
- Exceeding of the closing times will result in a penalty charge of R500.00 per 15 minutes after 24h00.
- It is the responsibility of the clients to have their guests leave on time.
- Please arrange venue hire extensions with management PRIOR to your wedding.
- NO extensions of the venue hire will be allowed on the wedding day, without ANY exception.
- Strictly **NO DANCING** and **MUSIC** after 24h00
- All equipment and décor items must be removed at 24h00, the venue's doors closes strictly at 24h00.

#### Bar & Corkage fee

- Oak House Venue is fully licensed and offers a full bar service at competitive rates.
- The choice of an open or cash bar is to be confirmed by the bridal couple.
- NO alcohol may be brought in by the bridal couple or guests at any time.
- Oak House reserves the right to ask any guest to leave the premises should they act in a way that is not permitted by Oak House's rules and regulations.
- a Corkage fee of R40.00 per bottle applies
- You are allowed limit of two bottles (wine/cold drinks/champaign etc) per table.
- If any alcohol is brought to the wedding by the guests or bridal party other than the above mentioned, the couple will forfeit their breakage deposit as well as pay a fine of R2 500.00
- Waiters are NOT allowed to take any orders for drinks, guests have to come to the bar to order for themselves.
- Bar prices and brands are subject to change at any time without prior notice to clients.
- Our bar has credit card facilities for your guests.
- Should the clients or any of their guests behave in such a way that any of the Oak House Venue's staff and or your guests are in danger, Oak House Venue reserves the right to escort the particular guest off our premises.

#### Catering & Menu options

- Our in house caterer will be used for the catering of your function.
- NO food may be brought on to Oak House Venue's premises by the clients or their guests.
- You are allowed to bring your own Wedding cake
- Clients must stick to the menu options available.
- No changes will be allowed unless by approval of management and prior arrangement.
- Children under 2 years will not be charged for food and drink
- Children between 3-8 years will be charged half price of the chosen menu.
- Children 9 years and older will be charged full price of the chosen menu.
- The final number of guests should be confirmed in writing NO LATER than 14 days prior to the wedding / function, in order to facilitate catering arrangements.
- Oak House Venue **WILL NOT** credit catering charges for non arrivals. The confirmed number of guests as indicated 14 days prior to the event will be catered and charged for.

#### Service staff

- **All service staff (waiters / barmen) will be appointed on Oak House Venue's own discretion.**
- **Oak House Venue charges one waiter per 20 guests at R350.00 per waiter for the wedding / function.**
- **A minimum of two barmen must be present for any wedding in Oak House Venue's Banqueting hall, at R450.00 per barman per wedding / function.**
- **Security guards is charged at a rate of R300.00 per wedding / function, at least one guard must be present at any function held at Oak House Venue.**

- **A minimum of one on-site manager must be present at all functions at R500.00 per manager.**

#### **Weather**

Unfortunately Oak House takes NO responsibility for outside weddings / functions, and the client remains responsible for any costs that may result due to the change in the weather that may affect the arrangements of the wedding / function.

#### **Disclaimer**

- The owners, management and staff of Oak House Venue do not accept any liability of whatsoever nature, for any loss, damage or injury suffered by or to any property whilst on the premises, notwithstanding that such loss, damage or injury may have been caused as a direct result of the owners of Oak House Venue or any of their employees.
- It is company policy that Oak House Venue's employees may not deliver, transport or handle any personal or wedding gifts for any whatsoever reason. Please appoint someone from your wedding party to be responsible for your personal items and wedding gifts.
- Oak House Venue does not accept responsibility for any losses, damages to personal property or inconvenience due to power failure and / or acts of God.
- Oak House Venue shall not be held liable for any unforeseen interruptions of services, including electricity, water and sanitary services at Oak House Venue.

#### **Viewings and visits to Oak House**

- No viewing of the Honeymoon suite, chapel & banquet hall will take place on the dates of weddings / other functions are booked, however this is flexible and prior arrangement for viewing of these areas has to be made with management.
- If a viewing should take place on a day on which a wedding has been booked at Oak House Venue, the potential clients will always be escorted by a member of Oak House Venue's management staff, and will not in any way disturb the clients or their guests.
- Viewing appointments can be made at the following contact number : 072 274 8259
- Once a reservation is confirmed, the clients must schedule a first meeting with a member of Oak House Venue's management, where the order of ceremony will be discussed and finalized
- Once the final function sheet has been signed by the clients, Oak House will use these specifications as to how your wedding is to be run.
- Please note that NO changes whatsoever may be made three days prior to the wedding, i.e table set-up etc.
- Management has the right to decline any such requests.
- Oak House accept no responsibility for any deviation by the client from the final function sheet.

#### **Suppliers**

- All suppliers details must be made know to Oak House Venue no later than the final appointment (14 working days prior to the function date)
- All suppliers should contact Oak House Venue's management and make prior arrangement to have access to the venue hall on the day of the wedding.
- Oak House Venue is not in any way responsible for any Supplier's equipment left at Oak House Venue at any time.

- Oak House Venue will NOT supply any equipment i.e extension leads, ladders, tables, waste disposal bags, plugs etc to suppliers. All suppliers should bring all their own equipment.
- Your Florist and decorator will be responsible for the COMPLETE removal of any and all waste and spillage from their work area and the property. They may NOT use the banquet hall or chapel for preparation purposes. Should your decorator / florist not comply with this rule, a penalty fee will be charged to the bridal couples account for cleaning after the chosen suppliers.
- All suppliers must be finished with their set up the day prior to the your wedding, Oak House Venue takes NO responsibility for any supplier not finished with their tasks on time.
- Oak House is open for setup on the day prior to your wedding from 8:00 – 16:00, our close STRICTLY at 16:00, NO exceptions!
- Due to the limited storage space, Oak House Venue will only accept deliveries of flowers/hired equipment two day prior to the event date. We do not have space to store any empty boxes etc. This must be taken away immediately.
- In the case that OAK HOUSE is responsible for your décor and setup, NO ONE is allowed in the venue on the day of setup, except the bridal couple. **NO ONE is allowed in the venue on the day of the wedding before the start of the ceremony.**

#### Children

Oak House Venue takes NO responsibility for any child, should the service of a Nanny be required it is the responsibility of the client to do so.

#### Set up of your Wedding

- Oak House Venue is responsible for the basic setting of your tables, this includes table cloths / overlays / cutlery / crockery / glassware / napkins / chair covers.
- The basic setting will be done on the day prior to your event.
- ALL your décor items MUST BE DELIVERED TO OAK HOUSE VENUE TWO DAYS PRIOR TO YOUR EVENT, in order for Oak House Venue to do the basic setting in time and according to the signed function sheet.
- Oak House Venue is open for set up by yourself or any other suppliers on the day before your event from 8h00 -16h00. Oak House Venue closes STRICTLY at 16h00 on this day, should your supplier require extra time, this must be arranged prior to the set up day.
- Should your supplier for any reason whatsoever not finish the set up on the day before your wedding, special arrangements must be made with Oak House Venue's management. A penalty fee will be charged to the bridal couple's account should the suppliers not be finished at 16:00 and no arrangements has been made.
- NO wall decorations are allowed to be removed, should any decorations / art be removed from the hall's walls a penalty fee of R1 000.00 will be charged to the clients account, and the client will be held responsible for any damage that may have been caused by removing these items.
- NO form of glue is allowed on our walls for whatsoever reason.
- You are allowed to hang décor items from the roof trusses with prior consent, this must be discussed in detail with management. It will be the clients own responsibility to hang these items and to remove it completely after the event, with no damage to the structure.
- NO open flames are allowed in any of our rooms, should you use candles on the tables, it should be in candle holders to prevent any damage to the table cloths.
- Oak House Venue has the right to remove any candles from the tables should they not have the necessary candleholders to prevent any damage to Oak House venue's property.
- NO fireworks are allowed for whatsoever reason.
- NO unnatural confetti is allowed at the chapel or at Oak House venue, should you use any unnatural confetti a penalty fee of R1 000.00 will be charged to your account. The client will be responsible for this fee.

- **ALL** decorations need to be discussed with management prior to the wedding to ensure no damage is done to the venue.

#### Cleaning and Clearing of décor items

- Oak House Venue's staff will gather all your décor from the tables and keep it in a place of safe keeping for you to collect after your wedding.
- **Clients will have NO access to the hall on any Sunday**, should you need to remove any items from the roof trusses, arrangements should be made with management to remove it on the Monday after the event.
- Clients have until 24h00 to remove all their items from the place of safe keeping, if the items are not removed by such time, Oak House Venue will not be held responsible for any damage or breakages to the items.
- Oak House Venue is not responsible for any loss or damage should you leave your items over night on our premises.
- Please be advised that ALL decorations must be removed from the Chapel IMMEDIATELY after the ceremony. If not Oak House Venue does not accept liability for loss or damage of any item during this period.

#### Church / Chapel rules

- Oak House will handle all the administrative arrangements with the church on your behalf.
- Oak House is responsible to clean the church before and after your wedding.
- NO unnatural confetti is allowed.
- NO open flames are allowed.
- The church's runner in the aisle is not to be removed, however you are allowed to put another runner over it.
- Should you need extra chairs for your guests, Oak House will arrange this for you at a fee of R15.00 per chair with white cover.
- Oak House is responsible to remove all the décor items they supplied, if you supplied your own décor in the chapel, you are responsible to remove ALL items directly after the ceremony. Oak House will not open the chapel once everyone has left.
- ONLY Oak House has a key, no one is allowed to handle the key without a Oak House staff member present.
- No drapings are allowed in the roof/ceiling of the chapel.