

Terms & Conditions of Booking



→ Wedding & Function Venue →

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

1. In order to secure the dates for your wedding or function the venue hire is to be paid in full as your deposit and only then is your booking confirmed. Due to pressure on our calendar a provisional booking must be confirmed by the payment of the venue hire as a deposit within three (3) days or else the booking will expire and will automatically be released for others wanting to book those dates. All other quoted and acceptance prices must be paid two (2) weeks before the wedding or function or else it will be canceled.
2. All deposits and any part-payments made prior to an event are non-refundable and, in the event of a cancellation, all deposits will be forfeited.
3. Any cancellation must be in writing. Please note that this cancellation policy comes into effect the minute that a deposit (venue hire) is made and is legally binding: 100% of the deposit/venue hire will be refunded if you cancel/postpone 12 months or longer before the booked date. 50% of the deposit will be refunded if you cancel/postpone 8 to 12 months before the booked date. 20% of the deposit will be refunded if you cancel/postpone 6 to 8 months before the booked date. 0% of the deposit will be refunded if you cancel/postpone less than 6 months before the booked date. All cost incurred to make refund (eg, commissions, credit card charges and bank charges) will be at the expense of the client and will be deducted from the refund and a 15% admin fee will be charged on top of all expenses and refunds.
4. Should the function be canceled 2 week (14 days) or less before the date of the event, all food moneys that have been paid will be non refundable.
5. 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 client's expense. The Client gives Eden's Gate the right to remove any outstanding funds from the client's credit card after the function is complete should this not be paid in full in cash or paid into Eden's Gate account.
6. We reserve the right to charge you as the client for any damage that occurs due to the abuse or vandalism by any of your guest and you the client agree to pay for the damages and full repairs on presentation of the invoice.
7. 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 must be completed before 12h00 on the morning after your function and at your own cost. Anything not removed after 12h00 means you no longer want the items and they will become the property of Eden's Gate or else a fee of R1500/day will be charged for removal unless arranged by management. Any items left behind after function is not the responsibility of Eden's Gate, so please allocate a bridesmaid or someone to be responsible for collection of items.
8. The client will notify Eden's Gate, 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
9. A breakage deposit of R5000 will be charged & is due 2 weeks before the event & any theft, shrinkage, breakages or damage will be paid for from this breakage deposit and the balance will be refund 1 week after the function and any cost exceeding this the client will be liable to pay.
10. 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.
11. If the client wishes to use candles, sparklers etc. any burns to cloths, tables, deck etc. made by them will be charged to the client as well as any damage as a result from cigarettes the client will also be charged.
12. 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. If more guests attend the function than previously specified & if we are able to accommodate same, we will require that the additional payment for these guests is settled by credit card on the evening of the function. The same price per person will be charged. This must be settled at the function before guests enter the venue hall, failing which, the guests will be asked to leave the venue and the wedding will be canceled. The Right of Admission is reserved at all times.
13. Eden's Gate 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.

Contact us:

P.O. Box 34,
Haenertsburg Limpopo, 0730

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Website: www.edensgate.co.za

Phone: +27 (0) 60 550 3745
Fax: +27 (0) 86 515 0533



EDEN'S GATE

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14. Eden's Gate does not accept liability for loss or damage to any item of property of customer howsoever such loss or damage may occur. Eden's Gate does not accept liability for injury to you or your guests on the premises due to negligence, over-indulgence or any other cause whatsoever. 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, dams or rivers. Unruly children and their guardians will, reluctantly, be asked to leave.
15. All food & beverages to remain on the property and not excess food or beverage may be removed from Eden's Gate Venue.
16. Unless by prior arrangement, no alcohol, beverages or food, may be brought onto Eden's Gate premises for consumption. Any consumption of alcohol brought onto the premises without prior arrangement, will risk forfeit of breakage deposit & the function cancelled.
17. All draping at Eden's Gate will be done by our in-house draping team as well as all marquee & chair hiring, if needed, unless agreed differently.
18. An additional cost of R1500 for the venue will be charge + VAT and R100 + VAT per staff member per hour (or part thereof) will be charged for functions that go on past 24h00 or exceed 9 hours in duration. Should the whole establishment not be booked out by you and your guests are to loud, music must cease at 24h00 otherwise the function can carry on till 04h00 at the cost above.
19. Waiters are quoted on an estimation of hours they work, if they exceed estimated time, we will invoice the client for extra hours worked.
20. The client shall not assign this booking to any third party to utilise the company's facilities without the company's prior written approval.
21. Any changes to the above Terms & Conditions must be agreed in writing by both parties.
22. All outstanding amount to be paid such as the bar account are all to be settled by 10h00 the next morning before departure.
23. Interest will be charged at prime bank rate (as charged by FNB at the due date) plus 3% per month for any amounts outstanding.
24. All quoted prices include Vat unless stated otherwise and quoted prices are subject to change should the cost of food rise drastically.
25. Cash deposit bank charges will be at the depositor's expense, so please contact Eden's Gate before making a cash deposit.

Due to safety precautions, Eden's Gate does not allow fires to be made outside of designated areas.

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 YOUR FUNCTION GOES PERFECTLY AND IF YOU NEED ANY ASSISTANCE WHATSOEVER, PLEASE DO NOT HESITATE TO CONTACT US.

PLEASE SIGN AND EMAIL THIS FORM BACK TO US : info@edensgate.co.za or FAX: 0865150533

OUR BANKING DETAILS: (Yellow Submarine Trading as) **Eden's Gate**, Bank: **FNB**, Tzaneen, Account No: **081 637 918**



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