

**ENCORE RESTAURANT AND CONFERENCE CENTRE**  
**TERMS AND CONDITIONS**

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**2019**

## DEAR CLIENT

Please note the following Terms and Conditions subject to the use of Encore Restaurant and Conference Centre:

### BOOKING AND CONFIRMATION OF A FUNCTION

For a function reservation at Encore Restaurant and Conference Centre a minimum of thirty-five (35) guests is required. Where the guest attendance of thirty five (35) is not met, the charge will be made for thirty five (35) guests. Confirmation of a function is required within seven (7) days after the initial enquiry was made. The final number of guests must be confirmed seven (7) days prior to the function. Payment for the function will be according to the number of guests as per the seven (7) day confirmation. Bookings will only be confirmed once the deposit has been paid and a signed copy of the function contract has been received. Please note that all quotations include an applicable venue hire fee for the exclusive use of the venue.

### DEPOSIT PAYMENT ON CONFIRMATION

On confirming a function reservation, a set quoted **amount of R3000.00 is payable** to secure the booking date and venue, where after a 50% of the total quoted amount is payable to Encore Restaurant and Conference Centre. The paid deposit will be inclusive of the total quoted invoice and will be deducted once paid. The Banqueting Officer will confirm all these amounts. Payments can be made in cash, by cheque, credit card or electronic bank transfer. All cheques to be made out to: **Northlink College**. Deposits paid for functions are refundable should the function be cancelled within three (3) weeks prior to the function date. Cheques can be posted to Encore Restaurant and Conference Centre or paid directly into the bank account (see details below):

#### Banking Details:

Bank: Nedbank  
Branch: Tygerberg Winelands  
Branch Code: 198765  
Account name: Northlink College  
Account number: 1186101377  
Reference: Booking Ref nr

#### Postal Address:

Encore Restaurant and Conference Centre  
Rothschild Boulevard  
Welgelegen, Parow  
Private Bag X 1  
Panorama  
7506



## **PAYMENT POLICY**

When a deposit has been made, a copy of the deposit slip or electronic banking document must be forwarded to Encore Restaurant and Conference Centre by fax +27 21 558 1056 or e-mail: [encore@northlink.co.za](mailto:encore@northlink.co.za). Please note that the function must be paid in full at Encore Restaurant and Conference Centre at least **two days prior** to the function date. All extra items incurred on the day or night of the function and any outstanding balances must be paid strictly in cash or card payments on the day of the function.

Encore does not allow for Debtor/Creditor accounts and no functions will be catered for if payment is not received in full prior to the function date.

Non payment can result in Encore Restaurant and Conference Centre cancelling or terminating the booking without refunding the patron's deposits already paid.

## **AVAILABILITY OF FACILITIES**

Staff will be on the premises two (2) hours prior to a function. The room or venue will be available for set up only from that time. With lunch functions the bar will close at 15:30 and it is required that clients vacate the restaurant by 16:00 to ensure that staff have enough time to set up for the evening service. Due to our latest Liquor Law, the cash bar facility will only be open until **24:00pm**. Last rounds to be called at **23:45pm**.

Venue use is permitted until 00:00. The restaurant must be vacated by 00:30 sharp, after this time a penalty fee will be charged of **R1100.00 per hour or any part thereof**. Extended venue use hours must be arranged with restaurant management seven (7) days in advance for all bookings after 00h00. The venue cannot be booked later than 02h00am. All equipment, decorations, etc. have to be removed from the premises on the same day of the function unless prior arrangements have been made with management. Encore Management will not be held liable for any missing items, losses or damages that may occur to any property left at the premises.

## **CORKAGE**

A fee of R 25.00 per bottle (**750 ml only**) will be charged for wines and sparkling wines brought on to the premises. Should the client supply any wines or sparkling wines that are available on our wine menu a corkage fee of R 35.00 per bottle opened will be charged. No other beverages may be brought on to the premises. All leftover wines and sparkling wines brought onto the premises must be removed by the client after the function on the same day, management will not be held liable for any missing items, losses or damages.

## **SERVICE FEE**

Management of Encore Restaurant and Conference Centre will include a set service fee rate for the amount of **R1000.00 per booking invoice** for groups exceeding 50 (fifty) guests. This Service fee will be payable with your original invoice. Other gratuities and/or fees are payable at the clients own discretion via cash in hand towards the students.

## **FUNCTION MENUS**

Buffet menus will be available only to groups of 35 guests or more. The selected menu must be confirmed in writing and faxed or emailed to Encore Restaurant and Conference Centre seven (7) days before the function. Menu items will be prepared according to the figures confirmed with the Banqueting Officer seven (7) days prior to the function. The Banqueting Officer must also be informed about specific dietary requirements five (5) days prior to the function date. Bread service and coffee and tea are inclusive in set and



buffet menus. Please note that all menu items are subject to availability. Menus and menu items can be negotiated and re-quoted to the client's needs. Please note that **NO food** are allowed to leave the premises after the specific function should any be left over from the requested menu. Encore has a strict **no "take-away" policy**.

### **PRICE INCREASES**

All food and beverage prices are subject to change without prior notice by management.

### **RELIGIOUS PREFERENCES**

Please note that we do not cater strictly Halaal or Kosher, as we do not have the facilities. Our menus can be prepared Halaal friendly, which means that all pork and alcohol products will be eliminated from the menu. For strictly Halaal and Kosher meals, these will be purchased from the restaurant's preferred supplier at a menu cost per person as indicated by the caterer / supplier. Menu prices for outside catering may vary from the cost originally quoted by Encore Restaurant and Conference Centre. Special meal requirements i.e. Halaal, Vegetarian or Kosher are to be indicated five (5) days prior to the function. Please note that **NO food** are allowed to leave the premises after the specific function should any be left over from the requested menu. Encore has a strict **no "take-away" policy**.

### **CANCELLATION CLAUSE**

Encore Management reserves the right to cancel a reservation without liability on its part. Conditions beyond management's control (such as shortage of labour or food supplies, strikes, industrial unrest, lockouts, or if the event is anticipated to include inappropriate, undesirable or controversial activity) will lead to a cancellation. Encore Restaurant and Conference Centre will have the right to terminate the reservation upon refunding the patron's deposit.

Cancellation of a confirmed booking 2 weeks (14 days including Saturdays and Sundays) or less days prior to the function date will result in billing 50% of the quoted amount on the pro forma invoice. The Banqueting Officer will confirm this amount. Cancellation of a confirmed booking seven days (7 days including Saturdays and Sundays) or less prior to the function date will result in billing 100% of the total invoice amount or quote. Deposits paid for functions are refundable should the function be cancelled within three (3) weeks prior to the function date.

### **BREAKAGES AND PRIVATE PROPERTY**

The organizer of the function will be held responsible for any breakages of property and/or equipment incurred by any of the guests attending the function. Costs for damages will be charged to the organizer's account. Any breakages or damage to items supplied by the organizer, for e.g. glass décor bowls, candle stands etc. stays the responsibility of the organizer and not Encore staff or students. Encore staff and students may assist with the set up of these fragile items but any damages that may occur will be settled by the organizer to the hiring supplier.

### **TERMS AND CONDITIONS FOR ENTERING ENCORE RESTAURANT & CONFERENCE CENTRE**

Right of admission is reserved by management. No form of inappropriate or disreputable behavior will be allowed. Unruly behavior that disturbs other patrons will not be accepted.



Northlink College and Encore Restaurant Conference Centre does not accept any responsibility for damages, loss of property or injury while visiting at this establishment.

We are not responsible for any loss of valuables.

Children at the premises must be under parental supervision at all times.

### **NO SMOKING**

In accordance with the South African Tobacco Legislation no smoking is permitted in the restaurant or any part of the building. Designated smoking areas are available outside of the building. This includes Electronic Cigarettes as well. No form of Smoking is allowed within the venue.

### **OUTSIDE CATERING**

Please note that **NO** outside catering will be allowed on the premises without prior notification to management. Outside catering will be subject to a penalty charge depending on the nature of the catering. All outsourced Halaal or Kosher meals will be billed according to the supplier's rate and a 20% surcharge will be added to the cost per person. Only dry goods are allowed onto the premises such as peanuts, chips, pretzels, droëwors, biltong etc. Encore also allows for one (1) wedding cake and (1) birthday cake to be brought onto the premises as outside catering. Should the client request this item to be served as part of the menu on the event, (for e.g. wedding cake served for dessert) a **courtesy fee of R20.00pp** will be added to the invoice for the cutting, plating, garnishing and serving of the cake/dessert.

### **AGREEMENT**

Hereby I confirm that I have read, fully understood and accepted the Terms and Conditions of Encore Restaurant and Conference Centre stated above. I agree to pay the full invoiced amount 2 days prior to my booking date or on the day of the function with prior agreement of restaurant management.

Please complete and sign the final page of this document as reference to your agreement to your booking and all terms and conditions. All 5 (five) pages must be initialed. The whole document (Pg.1 – 6) must be forwarded back to the Banqueting Manager.



**FUNCTION DATE**

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**NAME OF APPLICANT**

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**NAME OF COMPANY**

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**TELEPHONE NUMBER**

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**VAT/TAX NR**

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**FAX NUMBER**

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**MOBILE NUMBER**

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**E-MAIL ADDRESS**

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**POSTAL ADDRESS**

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**CODE**

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**FULL NAME (IN PRINT)**

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**SIGNATURE**

**DATE**

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