



WILLOW WAY MANOR

**Wedding and Special Occasions
Information Booklet**



TERMS OF CONTRACT



Willow Way Manor is a functions venue in Hillcrest KZN.

The Grand Room can accommodate 100 pax with a large veranda and rolling lawns.

Venue hire costs are on request.

Please contact

info@willowwaymanor.co.za

with details of your function.

Items included in the Venue Hire:

- 10 x wooden farm style tables
- 1 x 4m wooden banquet table
- 100 x Willow Way Manor chairs
- 1 x cream dresser
- Occasional coffee tables
- Farm style cabinets
- Occasional couches, chairs and ottomans
- Standard Crockery
- Standard Cutlery
- Garden benches
- Décor wine barrels
- Potted plants
- Owner operated on day of function
- Parking attendants
- Staff to clear décor from tables at end of function and pack in designated area
- Onsite parking
- Manicured gardens and lawns

Items excluded in the Venue Hire:

- Fully refundable breakages deposit (will be quoted in package)
- Food and waitrons (included in food quote from in house caterer)
- Beverages and bar staff (included in bar quote from in house bar service)
- DJ
- Photographer
- Videographer
- Audio Visual equipment
- Flowers
- Candles
- Décor
- Stages
- Marquees on lawn

Complimentary Décor and Props

The décor and props mentioned in above included items, are supplied to clients at no extra cost.

The value of the complimentary décor and props are R 5000.00, this includes the wine barrels, occasional chairs, couches, tables, cabinets and dressers, outdoor umbrellas.



Confirmation of Booking

Bookings are confirmed only once we are in receipt of our signed Terms and Conditions and booking fee is paid.

The balance of the venue hire fee including the breakages deposit is due 3 calendar months prior to the function.

The client will give prior written notice of any such change to the function, and cancelation fees may apply.

Refundable breakage and damages deposit

Willow Way Manor requires breakages and damages deposit and such deposit will be refunded within 14 days of the function, less any damages to our property and any other expenses incurred to us. Should any terms and conditions mentioned in this booklet be broken, compensation will be taken out of the deposit, including any clean up fees and should the number of guests exceed the capacity, the deposit shall be forfeited.

The client shall be responsible for any damage caused to décor, property and equipment whether by act of omission of the client, guests, employees or agents of the client. Should the breakages or damages exceed the deposit value; the guest will remain liable for the full reimbursement.

The property and venue must be left in the same condition as it is found and nothing belonging to Willow Way Manor is to be removed from the property (including plants, fruit, nuts etc)..



Cancellation Policy

If the client cancels the booking, a refund will apply as follows:

1 year in advance:	95% refund of booking fee
Less than 1 year:	80% refund of booking fee
Less than 6 months:	60% refund of full venue hire fee
Less than 3 months:	30% refund of full venue hire fee
Less than 1 month:	No refund

Bookings are not transferrable, and the contract is between the client and Willow Way Manor and may not be passed over to a third party, unless prior consent is given by Willow Way Manor.

In the event of a cancellation, any amount outstanding to Willow Way Manor will be subject to interest at prime plus 2% per month or part thereof.

Willow Way Manor reserves the right to cancel any booking, and without liability on its part, in the event of any damage or destruction of the venue by fire or any other cause whatsoever, any shortage of labour or food supplies, strikes, lockouts or industrial or political unrest, or any cause beyond the control of Willow Way Manor which prevents it from performing its obligations in connection with any booking or contract between Willow Way Manor and the client.



Décor:

All décor, draping, decorations decisions must be approved by Willow Way Manor Management, as to not damage or create risk to the clients, guests or the building.

No décor may be hung from the ceiling/lights or stuck to walls without prior discussion and consent from management. Any damages caused by such décor shall be for the clients account.

Service Providers:

We have a list of preferred service providers for photographers, florists, décor etc., but clients are free to select their own service providers in consultation with the venue.

The venue has strict delivery and collection policies and procedures for service providers working at Willow Way Manor for and on behalf of the client. These rules are provided to the client to relay to the service providers.

Service providers are required to abide to the rules and regulations that apply to Willow Way Manor and are required to complete the Service Providers Form with all relevant details.

The Clients service providers are required to remove their waste and leave the property in good and proper condition.

Catering:

Willow Way Manor has an in house catering service which is be the sole provider of the catering requirements of the client.

The clients requirements are to be discussed directly between the Willow Way Manor chef and the client.

Basic staffing is included in the quote supplied by the in house caterer and client, additional staff will be billed in accordance to the clients requirements.

Quotations to be accepted and paid one calendar month prior to the function date.

Special dietary requirements are to be made known to the chef prior to the function.

Menu tasting and costs thereof to be discussed directly between the client and the chef.

Contact: Whitney catering@willowwaymanor.co.za

Drinks:

Willow Way Manor has an in house bar service that is to be the sole service supplying all drinks. Bar service is until 23h00.

The clients requirements and costs thereof are to be discussed directly between the bar service and the client.

No alcohol or other beverages may be bought onto the premises and "car bars" are strictly forbidden. In the event of guests or clients making use of "car bar", the client will be fined accordingly.

Quotes and invoices willed be issued directly by the bar service.

Willow Way Manor reserves the right to ban beverages at the venue and gardens unless prior arrangements have been made and corkage discussed and agrees upon.

Contact: Arno bar@willowwaymanor.co.za



Seating plan:

All printing of seating plan and set up to be undertaken by the client.
Seating plan and place names to be handed to Willow Way Manor 4 days prior to the function day to assist with table layout and catering purposes.

Liability and general property rules:

Persons entering Willow Way Manor do so at their own risk.

The management and staff of Willow Way Manor will not accept liability for any loss or damage of property or any injury, damage or death to persons whatsoever and the client indemnifies Willow Way Manor against such loss, damage, injury or death.

No persons are allowed to swim, fish or contaminate the dams or streams in any way.

No persons are allowed to climb the windmill

No persons are allowed to break the plants and trees or pick fruit or vegetables off the trees or plants

Littering on the property is strictly prohibited

Strictly no soliciting

Firearms on the property is strictly prohibited

Strictly no livestock allowed on property

Fires only to be made with prior consent from management in designated areas.

Smoking is only allowed in designated areas and the client will be fined should they or their guests be found smoking elsewhere.

Cars & Parking

Willow Way Manor will provide parking attendants to assist and guide guests with parking

All vehicles to be parked in designated parking bays or as directed by attendants.

As the property is situated on a wetland, should a car get stuck in the mud, the client and their guest indemnifies Willow Way Manor and all recovery costs shall be for the client or guests account.

Legal fees:

Any legal fees incurred by Willow Way Manor in recovering any amount owing to us by the client, will be for the clients account.

Electrical power:

In the event of a power failure, Willow Way Manor, is equipped with an inverter to run basic lighting in the grand room and 1 plug for low powered electrical equipment. Willow Way Manor is not liable for any damage caused to equipment should there be any power surge.

Vacation of property:

In accordance with Municipal by-laws, the property is to be vacated by 12 midnight. Should there be a delay in the leaving of the property by the client or their guests or service providers, a surcharge of R500 per hour (or part thereof), shall be charge to the client.

As Willow Way Manor is situated in a residential area, we request guests do not hoot on existing the property.

Instructions from clients:

The client shall provide Willow Way Manor with an accurate schedule of events, including names and contact details of their chosen service providers 30 days prior to the function as well as final menu choices and liquor list and any special requirements.

Under no circumstance will the staff and property at Willow Way Manor tolerate destructive or aggressive behaviour from the client or their guests or service providers. In the event that such behaviour should occur, the relevant authorities will be notified and the client will be responsible for the costs incurred. Penalties shall incur for any aggressive behaviour shown to any member of staff.

Set Up and Clean Up:

The venue shall be available within in the discussed times with management. No clients, guests or service providers shall be able to access the venue prior to this time. Additional time needed to collect items, will be charged accordingly. If clients and service providers are setting up the venue 1 day prior to the event, the venue will close at 4pm.

Willow Way Manor requests any personal and valuable décor or property belonging to the client, be removed at the end of the function. Willow Way management will not be responsible for any items that "go missing" during or at the event. Willow Way Manor staff will clear décor from tables at the end of the function and pack in a designated area, Willow Way Manor will not take responsibility or any loss or damages of these items.

The customer shall remove all personal trash, and other items that were not present in the venue when the customer took control. Any items not collected within 2 days after the function will be disposed of with no claim by the owner against Willow Way Manor. A storage fee shall apply should the items take longer than the allocated time to be collected.

Willow Way staff shall not be responsible to clean up any bodily fluids (eg vomit, blood) and should they have to, a R1000 cleaning fee shall apply.

Clients and service providers shall have access to the venue after the event to remove any items as per follows:

Saturday function – Sunday OR Tuesday removal 8am – 10am

Weekday function – Next day removal 8am – 10am

(Hours out of the allocated times shall be charged per hour)

Music and Sound:

Clients are required to supply all audio equipment.

In accordance to municipal by-laws, there is a sound limit of 85 decibels. Willow Way Manor reserves the right to insist the music is kept to the level during a function.

Music is to be switched off by 23h00 on weekend functions and 22h00 weekday functions. No extension on these times will be allowed.

Pyrotechnics, Open Flames, Confetti and Visual effects:

No fireworks, sparklers, Chinese sky lanterns or lighting of alcohol is allowed to be discharged on the property.

The use of special effect cannons and gerbs will be allowed with prior consultations of Willow Way Manor. The service provider will have to supply Willow Way Manor with the relevant legal documents for dispensing such equipment. They must also provide portable fire extinguishers.

Fires are only to be made in designated areas with prior consent from Willow Way Manor management.

Any damage caused by candles or any other open flame to any property belonging to Willow Way Manor will be for the clients account.

Only natural confetti such as leaves, petals or birdseed may be used on the property.

Right of Admission:

Right of admission is reserved at all times.

A maximum of 100 guests will be allowed at the venue per function, unless prior authorisation with management.

Willow Way Manor reserves the right to restrict further entry should this amount be exceeded. Should this number exceed, without prior consent, the refundable breakages deposit will be forfeited.

Guest numbers will be monitored on arrival and excess guests will be denied access.

Conclusion:

We thank you for choosing Willow Way Manor to host your function and can assure you of our best attention at all times and we look forward to working with you to create an unforgettable experience.

Please note it is the client's responsibility to bring these terms and conditions to the attention of their guests, service providers and agents. If you have any queries, please discuss with management



TERMS OF CONTRACT:

Clients:

Date of Function:

Time of Function:

Number of people:

Contact number:

I/We the undersigned agree to uphold all the terms and conditions set out in the above agreement.

Signed:

Print name:

Witness:

Signed at _____ on the _____ (day) of _____ (month)
20_____

The Client shall be the person responsible for all payments, to supply the following information:

Full Name:

ID No.:

Physical Address:

Postal Address:

Cellphone number:

Email:

Alternative contact number:

Permission to use photographic material:

Please confirm that we may use the photographic material related to your function at Willow Way Manor for advertising purposes.

Clients banking details for refund of breakages deposit:

Account name:

Bank name:

Branch code:

Account number: