

## Conferencing Terms & Conditions

- Quoted prices will be effective as of today due to current unforeseen increases in food costing. The final price can only be confirmed 14 days prior to date of event.
  - Quote is valid for 30 days
- 1. GOVERNMENT DEPARTMENTS:**
    - a. In the event of Government Department reservations, an order- or voucher number must be furnished to enable Mentors Country Estate to confirm the booking.
    - b. Acceptance of voucher numbers from travelling agents will be in the discretion of the Finance Department.
    - c. **Guests arriving over and above the quoted and accepted number of attendees will not be accommodated and asked to leave.**
  - 2. TRAVEL AGENTS**
    - a. The price quotes above EXCLUDES agency commission to travel agents. Travel agents must add their commission to the quoted amount above before sending it to their client.
    - b. Diners Club and American Express are not accepted
  - 3. VENUE HIRE**
    - a. Please note that Mentors Country Estate can host multiple functions simultaneously.
    - b. Conference facilities include the following: Secure parking, Wi-Fi, airconditioning, bottled water, mints, projector, PA system, writing pads and pens, flipcharts with 2 markers and full solar back-up (no load shedding)
    - c. Venue hire rental is from 8:00 - 17:00. Should your program start or end outside the Venue hire rental hours, arrangements must be made prior to the event starting. An additional Venue hire fee of R1 000/hour could be applicable.
    - d. Set-up of branding, exhibition stands, décor, sound equipment etc must be arranged during office hours. If an additional day is required for set-up, a Venue hire fee will be charged. The Venue facility closes at 17:00, should set-up need to be done after hours, an after hour fee will be charged. Mentors Country Estate is not responsible for a client's set up and cannot supply labour/assistance for this purpose. The client is responsible for managing set-up and should be onsite during this time.
    - e. The Venue hire includes a PA system with mic, speakers and projector. The client is responsible for managing their own AV requirements like running slideshows, playing music, setting up zoom sessions etc. By prior arrangement the Venue can provide a sound engineer at R2 000 per day.
    - f. **The client must provide Mentors Country Estate with a full event programme, including timings at least seven (7) days prior to the event.**
    - g. **Note that Mentors Country Estate does not offer printing or copying facilities.** Please ensure that all agendas, manuals, forms, handouts and conference material is printed beforehand and provided.
    - h. **The client must provide their own stationery including staplers, glue, rulers, scissors etc. Mentors Country Estate does not have these available for client use.**
  - 4. FOOD & BEVERAGE**
    - a. Dietary requirements including vegetarian, vegan, Halaal and Kosher, as well as any food allergies, must be arranged with prior notice. It is the responsibility of the client to inform Mentors Country Estate at least two (2) weeks in advance of any dietary or special meal requirements. A surcharge for special meals may be applicable and will be communicated in advance.

- b. No food items, alcohol or any beverages may be brought onto the premises from outside. Mentors Country Estate offers a fully stocked staffed cash bar. This can be made available for functions on prior arrangement.
- c. **NOTE THAT THE FINAL NUMBER OF ATTENDEES & MENUS MUST BE CONFIRMED SEVEN (7) WORKING DAYS IN ADVANCE.**

## **5. DEPOSIT & CANCELLATION**

- a. A 50% deposit is due at the time of booking to secure the Venue hire. The balance must be paid seven (7) days before the start of the event.
- b. All payments should be made via eft. A 2.5% surcharge will be added to credit/debit card payments and a 5% handling fee to cash deposits.
- c. **Cancellation Policy:**  
**If an event is cancelled 3 months prior to event date, the deposit will be refunded, less an administration fee of 10%. If an event is cancelled within 3 months of the conference date, the deposit will be forfeited. In the event of a cancellation less than 30 days prior to the event date, the full amount of the booking will be payable by the client.**

## **6. ACCOMMODATION**

- a. Accommodation can be arranged at Mentors Country Estate or will be in a radius of 10km from Mentors Country Estate.
  - b. The accommodation offered is 3-star rated by TGCSA. Sharing or single rooms in either Bed & Breakfast or self-catering options are available.
  - c. **Check in time between 14:00 and 19:00, check out time is 10:00**
  - d. To ensure the safety of all the guests and staff, visitors are not allowed at the accommodation units.
  - e. Event organisers must provide Mentors Country Estate with a rooming list at least seven (7) days before the start of the event. Mentors Country Estate does not take responsibility for the allocation of rooms on behalf of the client.
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