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Reg NO: 2016/333531/07
VAT: 4050276833
BBEE: Level 1

PAYMENTS & RETURN POLICY

1. PAYMENT

Deposit – All functions/orders require a 20% deposit to be paid within fourteen (14) days from the issuing of an event agreement or confirmation of order to complete this process. The deposit amount will be deducted from the final account. Should you require to secure within seven (7) days of the event, 100% payment will be required to secure. Where a deposit is not provided, a valid PO needs to be issued before proceeding with the request, where applicable.

Balance – Thirty (30) days prior to the commencement of the function, 80% of the estimated total payment will be required.

All function accounts require full payment at least seven (7) days prior to the commencement of the function.

Payment can be made by credit card, bank transfer. For credit card payments. please note that a 5.75% for Visa, Master Cards, American Express and Diners Cards will be added to the total invoice to cover administration charges incurred by ONE39 Central. There is no fee associated with payment via EFT. All prices quoted are inclusive VAT, or unless otherwise stated.

2. NON-PERFORMANCE OF CONTRACT

In the event of a confirmed function, conference, or event (and/or event related items), that does not occur or due to a date change, the client will be required to pay a fee based on a percentage of the estimated total cost. This may include catering; room hire, and other potential resources expensed. ONE39 Central will always do its best to negotiate with suppliers on behalf of the client to ensure no/minimal costs are incurred.

Where this is not possible, the below will apply:

- Notification 60+ days prior to function date 20% of total expected cost will apply.
- Notification 59 - 30 days prior to function date 25% of total expected cost will apply.
- Notification 29 - 14 days prior to function date 50% of total expected cost will apply.
- Notification 14 - 0 days prior to function date 100% of total expected cost will apply.

3. COVID PROTOCOL

Our team will work to support and address the needs of each group. The proposal is quoted without any social distance restrictions. Should any restrictions be imposed by local or national government authorities prior to or during the event, we shall comply with the legislation. These may affect or limit the ability of the operation of the client's function or event. In this instance we will work closely with all parties involved to manage any amendments on a case-by-case basis.

4. POSTPONEMENT

Should the client's event dates change or be postponed due to unforeseen circumstances, charges as per the non-performance of contract apply. 20% of the total cancellation fee owing will be retained as a deposit for the clients next event which needs to be held within three (3) months from the original event date.

Events cancelled within 14 days prior to function date will incur the full estimated cost of the function, at that point in time as per the non-performance clause and a postponement will not be considered. ONE39 Central reserves the right to reassess all quotations on and not limited to accommodation, audio visual and food and beverage based on the availability of new dates.

5. FINAL DETAILS

To ensure client's requirements are met, it is necessary to receive details in writing of the function schedule, menu selection, guaranteed numbers, floor plans seven (7) days prior to the client's function unless otherwise stated. It is the responsibility of the client to contact ONE39 Central via email regarding final numbers. Should a guaranteed number not be received, the minimum number of attendees as indicated on the event contract will be taken as final. If the number of delegates changes, this could negatively impact the event and therefore will need to requote on venue hire and food, beverage requirements and/or any event related items.

6. RELEASE OF ACCOMMODATION

All cancellations must be advised in writing. Accommodation and/or Venue Hire can and will only be secured with a deposit. This is due to demand and availability at the time of booking.

7. ACCOMMODATION BLOCK – CANCELLATION POLICY

All reservations must be accompanied by a valid credit card. If bank transfer is the nominated method of payment, this is due ten (10) days prior to check-in unless otherwise stated. All reservations or cancellations must be advised in writing. The following penalties will apply as per the release schedule:

- 30+ days prior to arrival 100% of remaining rooms can be cancelled without charges.
- 30 - 15 days prior to arrival one (1) night's room rate will be charged for any rooms cancelled.
- 14 - 0 days prior to arrival full charges will apply for full length of contracted stay, including no shows.

8. REFUND POLICY

If a client requests a refund within the times specified below, the following fees will apply:

- More than 120 working days prior to the event Nil
- 120 to 61 working days prior to the event 50%
- 60 to 31 working days prior to the event 80%
- 31 working days or less prior to the event 100%

9. DISCOUNT

Discounts will only be awarded to clients at the discretion of the coordinator. ONE39 Central will always negotiate for the best possible rates for our clients.

10. FORCE MAJEURE

ONE39 Central will not be liable for any non-performance of its obligations under this contract in the event such non-performance is caused or contributed to by any act, event or circumstance outside the control of the parties including a declaration of a state of emergency, an act of God, labour or industrial relations dispute, a lockout, act of public enemy, act of terrorism, malicious mischief, war, sabotage, riot, civil disturbance, outbreak of infectious disease, epidemic or pandemic disease, hurricane, cyclone, tidal wave, lightning, earthquake, flood, storm, fire, explosion, failure of power supply or breakage or accident to items of plant or equipment, travel advisories or alerts issued by any authority that may have a material effect on ONE39 Central and tourism industry in South Africa and the geographical market in which ONE39 Central operates, material disruption to domestic and international inbound travel transportation systems.

11. ACCEPTANCE OF TERMS AND CONDITIONS

ONE39 Central reserves the right to not continue service delivery for any client if he/she has not signed the terms & conditions in acceptance of the service delivery outline.

Each page is to be initialed and completed with a full signature.

Terms and conditions must be printed, signed, and returned together with the proof of payment to: accounts@one39central.com.

Terms and conditions are subject to change and an updated copy will be placed online. (www.one39central.com).

Clients are advised to always make sure they have an updated version of the terms and conditions.

Terms and Conditions apply:

Name & Surname:

Email:

Date:

Signature:
