

CONFERENCE TERMS & CONDITIONS

- A non-refundable securing deposit of 50% is required in order to secure your booking. Our bank account details are as follows; Nedbank, Business North Rand Branch , Branch Code: 146905, Account Number: 1469186691. Bookings will only be confirmed when proof of payment is received. Please ensure that your company name is put as the reference on all deposit slips and Internet transfers.
- The balance of payment must be paid in full 14 days prior to the conference date.
- Please note that provisional bookings are only secured once your deposit is received.
- Final delegate numbers and special menu requests must be received a minimum of 7 days prior to your conference.
- In the event that the booking or part thereof is cancelled for any reason what so ever, a 100% cancellation fee will apply – no refunds will be given. Please note that prices are subject to change.
- Should a postponement of your conference be necessary, 50% of your initial deposit will be forfeited.
- There after all charges incurred during your conference are to be settled in full on departure ie bar account and incidentals (telephone, fax, Internet, breakages etc).
- The package price per person remains the same even if the delegate does not want all of his/her meals etc. Partners/guests staying with conference delegates are charged the same conference package rate even if not attending the actual conference. Children between the ages of 2-12 years will be charged half the quoted package price.
- Day visitors eg guest speakers, facilitators etc must be included in your final delegate numbers. This also applies to people arriving to visit with conference delegates and possibly eat a meal with them.
- Our conference facilities will be made available to you from 7h00 to 17h00 for full day conferences. A surcharge will apply should you require the conference room for longer periods.
- Our bar will remain open to 24h00 daily. R125.00 per barmen per hour or part thereof will be charged for exceeding the venue hours. The manager on duty must agree to any extension of times.
- The Hertford reserves the right to restrict matters such as visible lighting and excessive noise, DJ's, and musicians. Volume levels will be monitored and if management (in their absolute discretion) form the opinion that the music is too loud, they reserve the right to request the volume be turned down.
- We are a licensed establishment and therefore all alcohol and beverages are to be supplied by The Hertford Hotel
- Room check-in is at 14:00 and checkout is before 10:00 unless otherwise arranged.
- Overnight Conferences: Please note that we require room allocations one week prior to your conference.
- Please confirm in advance what equipment you will need as well as your seating requirements and daily agenda by completing a conference information sheet and faxing it to us no later than one week before your conference.

- The Hertford Hotel will not be held responsible for any problems what so ever arising from outsourced suppliers.
- All teambuilding activities are to be coordinated through Hertford management to ensure no damage is done to the property
- Wine lists & bar prices are available on request. The prices shown are current. Prices applied will be as per those ruling at the date of the conference.
- The Hertford Hotel or any of its employees do not accept responsibility for loss or damage by whatever cause.
- All damage to the venue, cutlery, crockery, linen, equipment and furniture will be charged directly to the main conference account.
- The Hertford Hotel does not accept responsibility for any losses or inconvenience due to power failures, internet and telephone failures or acts of God.
- If, during the course of your conference, Management or Owners of The Hertford Hotel (in their absolute discretion) form the opinion that a guest or guests have become intoxicated, the Hotel reserves the right to suspend service of alcohol to any such guest/s, and/or to require such guest/s to leave the licensed areas of the premises. If this occurs, you will be informed immediately, and your assistance is requested to ensure the minimum of disruption to your conference and to the enjoyment of other guests.
- Waiters tip of 10% will be added to your final bar bills.

TERMS & CONDITIONS HEREBY ACCEPTED:

Date of conference: _____

Name: _____

Signature: _____

Date: _____