

Encore Theatre



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## Corporate and Performing Arts Venue

### Venue Hiring Policy

PLEASE READ THE VENUE HIRING POLICY AND ENSURE THAT YOU UNDERSTAND ITS CONTENTS, PRIOR TO SIGNING.

#### For the purpose of this document:

- The "Client" is the person mandated to sign and enter into financial agreements with Encore Complex;
- The "Supplier" is Encore Complex.

#### Standard Terms and Conditions

1. For general enquiries, please send a mail to [mjmjonker@encorecomplex.co.za](mailto:mjmjonker@encorecomplex.co.za) .
2. Please mail us your completed **Booking Request Form** and signed **Venue Hire Policy** acceptance page.
3. Our smaller venues are equipped with standard conferencing equipment, such as data projector, screen, and flipchart.
4. THE ENCORE theatre/auditorium is equipped with new technology digital sound and lighting controls. In order to ensure continuous functionality of our equipment and consistent operating procedures, Encore Complex employs professional technicians to operate and maintain equipment.
5. Catering is provided by Encore Complex. No food will be allowed to be brought onto the premises for guest consumption.
6. Booking procedure:
  - 2.1. A Site Visit can be arranged to orientate client with regards to venues, technical support, general décor permissions, catering and use of kitchen facilities, standard equipment included in each venue, parking and security.
  - 2.2. Client to read this **Venue Hire Policy** and complete and sign the **Booking Request Form**. **The Booking Request Form** contains checklists for your convenience and will assist you in planning your event. PLEASE COMPLETE THIS DOCUMENT ELECTRONICALLY.
  - 2.3. Once completed and returned, THE SUPPLIER will prepare a complete quote on all services requested.
  - 2.4. To avoid automatic cancellation of the booking, a 50% non-refundable booking deposits plus breakage deposits (where applicable) are payable on acceptance of quotation.
  - 2.5. The 50% non-refundable deposit shall constitute the cancellation fee if an event is cancelled 7 or more days prior to the setup day (if any) or first Event day.
  - 2.6. Balance of Event Account is due and payable 14 days prior to the setup day(if any) or first day of the event.
  - 2.7. Access to the premises and venues will not be given if proof of payment is not received.
  - 2.8. Clients who cancel within 7 days of the setup day(if any) or first Event day, will forfeit the full Event fee paid.
  - 2.9. Bookings made less than 14 days prior to the first day of the event must be paid in full upon acceptance of the quote in order to confirm the booking.
  - 2.10. Postponements will not be accepted. Postponements are treated as cancellations and will result in the 50% non-refundable deposit being retained as cancellation fee.
  - 2.11. Payment for contractual long-term hiring of venues will be negotiated on merit, subject to terms and conditions.

- 2.12. The contact person/event organizer(s) listed in the booking request form are the only authorized persons who may require changes. Any changes to the original agreement must be requested in writing. Unauthorized changes before or on the day of the event will not be accommodated.
7. ENCORE COMPLEX can make storage and preparation facilities available by special arrangement, for flower arrangements, décor, wedding cakes or corporate gifts. This is only possible 24 hours prior to the event date, subject to availability. Only designated areas may be used and deliveries are to be cleared with THE SUPPLIER to ensure no damages to the venue or disruption to other events.
  8. Equipment cannot be moved between venues without prior arrangement with THE SUPPLIER.
  9. Decorations are to be indicated in the booking request form. All setup work must be completed two hours prior to commencement of the event in order to allow for final cleaning prior to the event.
  10. Decorations must be removed at the close of the event, unless it was agreed to do so by the following day.
  11. Florists are required to clean up if arrangements were created on site. If they do not adhere, the client will be charged R100.00 for additional cleaning services. This will be deducted automatically from the breakage deposit received.
  12. Smoking is not allowed in the foyer, venues and dining hall as these constitute public areas.
  13. Encore Complex caters for a varied client base. Wedding clients are therefore requested to only consider flower petals (fresh or dry) or streamers. NO paper confetti is allowed.
  14. No candles are permitted in the venues.
  15. No decorations may be attached to walls using "Prestik". Magnetic boards are available in the foyer.
  16. THE SUPPLIER or any of its employees do not accept responsibility or liability for loss, theft or damage by whatsoever cause concerning any items brought into any venue or designated storage or preparation area, or for loss or injury to persons due to negligence or any other causes whatsoever to the property or life of the client or persons associated with the client.
  17. The client will be directly responsible and will be charged for any breakages, loss and damages regarding the property, venue, building, furniture, carpeting, linen, cutlery, crockery, utensils, or any other fixed or movable asset owned by THE SUPPLIER, caused by the client, guests, florists, entertainers, suppliers or any persons associated with the client.
  18. THE SUPPLIER reserves the right to cancel any booking forthwith in the event of any damage or destruction of the venue by any cause, or due to shortage of labour, strike, industrial unrest, power failure, order or non-approval by the local authority, or any other cause beyond control of the management, or due to any natural disaster, which shall prevent it from fulfilling its obligation.

## **Standard services and equipment provided by THE SUPPLIER:**

### **EXTERIOR**

- Secure parking on the premises
- Braai facilities

### **MAIN COMPLEX**

#### **• The Encore (Auditorium/Theatre)**

- Fixed stage
- Lectern
- Table for signing of register at weddings
- Prayer bench for wedding couple
- 227 fixed, upholstered, theatre seats
- Foyer
- Wheel chair friendly
- Ushers
- At your request, a licensed marriage officer can be arranged, if requested well in advance.
- Sound and lighting equipment & crew, as well as big screen and data projector  
(Depending on technical rider, a minimum of two hour setup time prior to the start time of the event is required, to ensure that all elements of presentation are working. The technicians will stipulate the call time for technical check according to the information given in the booking request form.)
- Piano/Keyboard  
NOTE: we do not supply other musical instruments, musicians, background music or laptops for multi-media presentations.
- Technicians will be available by specific booking for wedding ceremonies only. Own arrangements have to be made for background music and announcements, if the reception is to be held at Encore Complex.

#### **• Tamboti Room**

- Private Lounge for Speakers/Artists/Business Meetings
- Seating: 2 x 2 seater couches and 2 x tub chairs
- Boardroom style can be provided
- Dressing table
- 2x Coffee tables
- Plasma screen
- Flip Chart Stand
- Intercom to Sound Booth
- Air conditioning
- Rest room
- Clothes Hanger

#### **• Magnolia Room**

- Private Lounge for Speakers/Artists/Business Meetings
- Seating: 4 guest chairs
- Boardroom style can be provided
- 1x Coffee Table
- Plasma Screen
- Flip Chart Stand
- Air Conditioning
- Rest room
- Clothes Hanger
- Wheel chair friendly

- **Marula Hall (dining area in main building, with large kitchen)**

Catering services can be supplied by ENCORE COMPLEX if required.

Please state in your booking request form whether you require catering services and what menu expectations you have. We will inform you whether our regular catering suppliers are available.

- Rectangular tables
- 200 Plastic chairs
- 100 off-white chair covers
- Continental crockery
- Stainless steel cutlery
- Standard glassware (short & long tumblers, water jugs, sherry & wine glasses, salad bowls)
- Salt and pepper dispensers
- Table cloths (blue/green/white)
- Overlays (variety)

## JACARANDA CENTRE

<ul style="list-style-type: none"> <li>• <b>Protea Room (main break away/meeting room)</b></li> <li>– Conference tables</li> <li>– Upholstered conference chairs</li> <li>– Seats 40 people in schoolroom style</li> <li>– Seats 27 people in U-shape</li> <li>– Air Conditioning</li> <li>– Screen and data projector</li> <li>– Flip chart stand</li> <li>– Wheel Chair friendly</li> <li>– Magnetic/mobile 1.2x1.5 white board</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Kiepersol &amp; Strelitzia Rooms (smaller break away/meeting room)</b></li> <li>– Rectangular tables</li> <li>– Upholstered conference chairs</li> <li>– Seats 24 people in schoolroom style</li> <li>– Seats 21 people in U-shape</li> <li>– Table cloths (blue/green)</li> <li>– Air Conditioning</li> <li>– Flip chart stand</li> <li>– Wheel Chair friendly</li> </ul>
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### Services and/or equipment to be arranged by client:

- Décor, flowers and final table settings can be supplied by client or arrange with Encore Complex;
- Own equipment used should be removed as soon as possible by the person using the venue - we regret that we cannot take responsibility for items lost at our venues;
- If any additional equipment (other than equipment listed above) is required, the hiring thereof is the responsibility of the client;

### Opening & closing times and Venue preparation time:

- Weddings and major conferences:
  - The venue will be available for preparations from 12h00 the day before the event, unless that venue was booked by another client prior to confirmation of the booking in question;
  - Access to be pre-arranged with THE SUPPLIER;
- Other events:
- Venues will be available for preparations at least three hours prior to the start of the event, unless a venue was booked by another client prior to confirmation of the booking in question;
- THE SUPPLIER reserves the right to at least two hours turn-around time between bookings for the same venue by different clients;
- Venues being prepared a day prior to the event must be locked and the premises vacated by 22h00 on the day of preparation;
- In the case of evening functions the venue must be vacated no later than 23h00 (including clean-up).