

Contractual Terms and Conditions Agreement 'Pick Up Order'

Thank you for choosing Al Jawaher Reception & Convention Centre ("JRCC or the Venue"). These terms and conditions have been formulated to assure that we provide you the best hospitality services and to clarify the booking process. These terms and conditions shall apply between JRCC and you, the Client, for any products and/or services you have booked with or purchased from JRCC. You are required to check all the information as soon as you receive them, and any concerns must be communicated immediately to the personnel handling your order.

Our team will spare no effort in helping you go through and understand the importance of these terms and conditions for a flawless execution of your event. Details that are important to you should be noted on the booking confirmation for reference. If you have any questions, please contact the person handling your booking for further information.

Intent

1. Al Jawaher Reception & Convention Centre (JRCC) is registered as government entity under the patronage of Her Highness Sheikha Jawaher bint Mohammed Al Qasimi, wife of the Ruler of Sharjah. JRCC reserves the right to decline any order at its discretion. Herein referred to, "JRCC".
2. These terms and conditions (and any provision and/or information relating to them) are confidential and the Client shall not (unless required by law or a relevant authority) disclose any part of them to outside parties without our prior written consent, which we may withhold in our absolute discretion.
3. JRCC has the right to amend this T&C from time to time, and make any changes to it, and thus issue new copies of it.

Governing Law and Jurisdiction

This Agreement shall be construed in accordance with the laws and regulations of and applicable in the Emirate of Sharjah, United Arab Emirates. The Courts of Sharjah shall have exclusive jurisdiction to settle any dispute out of or in connection with Agreements and accordingly, the Client and JRCC submit to the jurisdiction of the Courts of Sharjah.

Booking Process

1. All orders are subject to acceptance by JRCC and confirmation of such acceptance will be done upon paying 100% bill of the ordered items
2. All payments must be paid online using Visa and MasterCard credit/debit card in AED or Bank Transfer.
3. The amounts paid to the Al Jawaher Reception & Convention Centre are inclusive of value added tax

Cancellation, Postponement or Booking Amendment Policies

1. Orders cannot be cancelled or postponed after they are placed unless communicated to the Sales Representative 72 hours before the pickup or delivery time.
2. Amounts paid in advance are not refundable unless JRCC cancels the order as a result of unforeseen circumstances like non-availability of item or emergency situations.
3. In case of cancellation of bookings paid through Visa or MasterCard, an additional transaction Bank handling fee of 2.25% will be applied from the total amount paid.
4. If any concerns or issues are reported at the time of food pickup, items will be replaced or cancelled only if agreed upon by JRCC and the Client.
5. JRCC is not liable for food quality issues if the client does not pick up the food at the scheduled pick-up time. The client is responsible for informing JRCC of any issues when picking up food.
6. The client will be entitled to a full refund or replacement of the product in the event that JRCC cancels an order less than 24 hours prior to the scheduled pick-up time due to unforeseeable circumstances, such as the unavailability of the ordered items or an emergency.
7. In the event of deletion, amendment, or addition to the order by the Client, it shall be considered cancelled.

Privacy Policy

1. All credit/debit cards details and personally identifiable information will NOT be stored, sold, shared, rented or leased to any third parties.
2. The Website Policies and Terms & Conditions may be changed or updated occasionally to meet the requirements and standards. Therefore, the Customers are encouraged to frequently visit these sections in order to be updated about the changes on the website. Modifications will be effective on the day they are posted.

Complaints and Disputes

Any problems or complaints relating to the Pickup Orders should be referred to TQM Management, JRCC Management or to the Duty Manager, followed up by email or phone call or writing in Feedback Tab in the Online Order portal to the Total Quality Department or Commercial Department of JRCC. The Client or Guest may be required to make a formal written report prior to any formal investigation, Complaints and disputes will normally be investigated and solved by mediation within the organization.

Amendment of Terms and Conditions

Al Jawaher Reception and Convention Centre has the right to review and amend the terms and conditions from time to time in accordance with the internal laws. In addition to that, JRCC will apply any additional regulations imposed by government authorities after the date of signing these terms and conditions until the date of the event without the need for your written consent. Therefore, the Clients are encouraged to frequently visit these sections in order to be updated about the changes on the website. Modifications will be effective on the day they are posted on the website

The management of Al Jawaher Reception and Convention Centre undertakes to provide the best and highest quality services related to all event arrangements, and to allocate experts from its staff to fully cooperate with the client. JRCC undertakes the implementation, in accordance with Client expectations and in a decent & supervisory manner that is well received by the guests, provided full commitment from the client side with all the terms and conditions mentioned in this contract.