

## Contractual Terms and Conditions Agreement 'MICE (Meetings, Incentives, Conferences, Exhibitions) Event Bookings'

### Intent

Al Jawaher Reception & Convention Centre (JRCC) is a registered and fully-commercial hospitality business under the patronage of Her Highness Sheikha Jawaher Bint Mohammed Al Qasimi, wife of the Ruler of Sharjah.

The purpose of this document is to regulate the general contractual terms and conditions governing all booking and reservation services with Al Jawaher Reception and Convention Centre. All bookings and products are subject to availability and JRCC reserves the right to decline any booking or purchase or rental of a product at its discretion.

### General Booking Information

- Minimum spending amount every weekdays (Sunday, Monday, Tuesday, and Wednesday) is AED55,000 which can be consumed on food, beverages, and in-house facility rentals;
- Minimum spending amount every weekends (Thursday, Friday, and Saturday) is AED75,000 which can be consumed on food, beverages, and in-house facility rentals;
- Menu charges are based on standard seating arrangement of 10 persons per table. In case of changing the arrangement, additional charges will be applied

### Confirmation and Deposit

- All bookings are subject to acceptance by JRCC and confirmation of such acceptance will be done only by signing the written contract;
- JRCC will only accept written or electronic verifications and notifications relating to all the bookings inquiry, confirmation, amendments, and cancellations;
- Charges are based and quoted as per the guaranteed number of attendees and the corresponding requirements mentioned in the final contract;
- Bookings are deemed confirmed once a signed Initial Venue Booking Agreement and deposit have been received;
- In the event that any of the payments missed the deadline, JRCC has the right to cancel the booking and/or the Client will be charged a penalty of AED100 per day after the deadline and the total penalty amount shall be included in the next due payment;
- Booking Contract and Banquet Event Order (BEO) must be finalized 35 days before the event date. Failure to do so, the Client will be charged a penalty of AED100 per day after the deadline which will be automatically added to the final due payment;
- If the venue is required in advance for set-up prior to the event date, the Client shall be charged accordingly;
- All payments must be paid in Cash, Bank Transfer, or by Cheque addressed to 'Al Jawaher Reception & Convention Centre';
- In the event of paying by credit/debit cards, only VISA and MASTERCARD are accepted and the maximum limit is AED 25, 000 from the total bill.
- All prices are subject for review and approval by JRCC management. In case of booking at least six (6) months in advance, JRCC shall re-calculate the prices according to the current costs and has the right to add any extra costs incurred due to the changes in prices which will not exceed 10% of the initially given prices.

### Payment Terms (Applicable to Government Sectors Only)

Terms	Deadline (for bookings on weekdays (Sun – Wed))	Deadline (for bookings on weekends (Thu – Sat))	Amount	Notes
To confirm the date, Booking Contract must be signed and a Local Purchase Order (LPO) must be issued by the Client to Al Jawaher Reception & Convention Centre	60-90 days prior to the event date	91-120 days prior to the event date	Total Bill Amount	- The booking will not be deemed confirmed unless LPO is received from the Client as per the given deadline
Full Payment	30 days after the event date	30 days after the event date	Total Bill Amount	Additional orders that are not included in the final Booking Contract shall be included in the Final Invoice

### Payment Terms (Applicable to Private Sectors)

Terms	Deadline (for bookings on weekdays (Sun – Wed))	Deadline (for bookings on weekends (Thu – Sat))	Amount	Notes
To confirm the date, Booking Contract must be signed and a Local Purchase Order (LPO) must be issued by the Client to Al Jawaher Reception & Convention Centre together with the 1 <sup>st</sup> Advance Payment	60-90 days before the event date	91-120 days before the event date	25% of the total bill	The booking will not be deemed confirmed unless LPO and 1 <sup>st</sup> Advance Payment is received from the Client as per the given deadline
2nd Payment	31-59 days before the event date	60-90 days before the event date	50% of the total bill	
3rd Payment (Final)	15-30 days before the event date	30-59 days before the event date	25% of the total bill	

#### Insurance

- The Client pays an insurance rate of AED5,000 for any damages that might arise as a consequence of this event. This deposit is refundable if there are no records of damages after the event. Insurance will be refunded to the Client two weeks after the event date, every Mondays and Wednesdays from 10:00am – 4:00pm. JRCC shall notify the Client if the Insurance Deposit is ready for collection.

#### Cancellation and Postponement Policies

- Postponing or changing the date of the confirmed booking shall be considered as cancelled booking and will be subject to cancellation terms and conditions;
- 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;
- If any payment under these terms and conditions is overdue, then without prejudice to our other rights and remedies we may cancel your Booking and/or we may suspend the supply and/or deliveries of any other services being provided to you by JRCC;
- All cancellation/postponement notifications must be in writing by filling the Booking Cancellation Form provided and by the same person whose signature is on the last contract.

### Cancellation and Postponement of MICE and Corporate Events

Cause/Notice	Mandatory percentages to be deducted from the total bill					
	60-90 days	30 - 59 days	21-29 days	8-20 days	4-7 days	0-3 days
In the case of: - A serious Health Condition or Death of the events Patron, Guest of Honor, or important attendee - Instructions from HRH the Ruler of the Emirate or HH his wife or either of their offices - Major Political Reasons/Natural Disasters including extreme weather conditions that prevent access to the event - National mourning	0%	0%	15%	25%	35%	50%
Others (Including failure to obtain required documents for any of the cases above)	0%	10%	20%	30%	50%	100%

### Booking Amendments

- Bookings cannot be amended unless agreed between authorized representative of JRCC and the client and by signing the Booking Amendment Agreement;
- All changes in terms of hall set-up and F&B requirements are subject to availability of a suitable alternative and will be accepted no later than 2 weeks prior to the event date. Once the booking is confirmed, the Client shall not be allowed to reduce the total guaranteed number of guests. However, request for additional guests shall be accepted provided 2 weeks advance notice is given and the Client shall be charged accordingly;
- JRCC will only cater to the confirmed guaranteed number of guests mentioned in the Booking Contract. Catering to last minute additional attendees is subject to the availability of the food which will be confirmed only after catering to the specified guaranteed number of guests. The Client shall be charged as per the selected menu amount for every additional guest;
- In the unlikely event that it becomes necessary to change a booking, in total or in part, JRCC will inform the client of the possibilities and choices. The client then will have the choice of:
  - a. Accepting the changed arrangements
  - b. Purchasing another booking with JRCC and paying or receiving a refund in respect of any differences
  - c. Cancelling the booking and receiving a refund of payments made subject to the cancellation policies

### Catering

- Clients are not allowed to bring food and beverages into JRCC facility without prior permission from JRCC Management. In the event that the Client is granted an exceptional permission to bring food from outside such as traditional sweets and Arabic Coffee, it is a mandatory that the Client signs the Disclaimer Form upon JRCC approval. External Caterer should be aware of health and safety regulations.
- JRCC has the right to refuse to open any bottled drinks without obtaining prior consent. In the case of the client's insistence, it is customary to impose fees in the amount of AED30 for each bottle, and additional charges for service, drinking cups or glass rentals, and compensation for breakage.

### Item Loss, Damages, and Security Issues

- The Client will be financially liable for any damages or loss caused by the Client, its guests, and approved external caterer to the venue, facilities, fixtures, furnishings, windows or surrounding property during the event. Any type of damages to JRCC property or loss of items during the event caused by the Client, its guests, and approved external caterer shall be billed to the client for a minimum amount of AED5,000 and more depending on the degree of damage/s and amount of losses;
- No items are to be nailed, screwed, stapled or adhered to the walls, doors, ceilings or any other surface;
- JRCC reserves the right to request the alteration of the set-up of any events to comply with fire, health and safety regulations; therefore, the client must submit the event floor plan 15 days prior to the event date to avoid last minute changes;
- Fireworks, uncovered or unstable candles, rose guns or colored water, perfume table are not allowed inside the halls. Bukhoor will only be allowed inside the hall an hour prior to the food pick-up service. JRCC has the right to stop the usage of Bukhoor at any time;
- Bands and Male DJs will not be allowed to stay inside the halls during female weddings/functions;
- JRCC has the right to refuse or cancel any bookings or functions that may damage JRCC reputation or affect its security and/or business operations;
- JRCC is not suitable for children's use; therefore, in the event that a guest is hosting an event where children are invited, the client will be liable for any damages caused by children allowed in. If the children are not desired to be there by the client, our Security staff can assist in controlling their entry within a 3-day notice;
- Generally, animals are not allowed at JRCC property. However, selected bookings that would require trained animals as part of the event will only be allowed outside JRCC building and will be subject to terms and conditions. JRCC management has the right to require the client to remove the animal/s from JRCC property if the animal/s is out of control or poses a direct threat to the health and safety of others. JRCC shall provide the client the current photos of the location in different angles where the animal/s will be placed as proof of the actual condition of the allocated area before handing it over to the client. A Disclaimer Form must be signed by the Client for items that will be brought from outside which will clear JRCC from any incidents or damages caused by the 3<sup>rd</sup> Party suppliers.

### Third Party Liability

- The client is fully responsible of ensuring that all 3rd Party suppliers hired for the event (Event Companies, Florists, Photographers, Videographers, DJ, Entertainers, etc.) are professional and will adhere to JRCC's contractors rules and regulations; and that a main contact person who is fluent in English and Arabic languages is chosen from the company to liaise with the JRCC event representative;
- In the event of the supplier company not cooperating with JRCC's event representative, JRCC has the right to take the necessary action with the company to ensure the security of its clients, assets, and reputations;

- The client shall communicate with the suppliers the JRCC Venue Use – Terms and Conditions including the provision of Insurance and Security Deposit by contractor before entering JRCC premises;
- The client shall make sure that the selected 3rd party suppliers are legitimate to work and enter JRCC premises. JRCC has the right to reject a company that is included in the 'Entry Ban List' even if it leads to client's cancellation of contract with the 3rd party supplier;
- JRCC reserves the right to take pictures of the hall set-up before, during, and after the event. Taken photos will not be used for advertising and promotional purposes, unless agreed by the client. Usage of JRCC logo and official logos, photos and transparencies of companies holding their events at JRCC will be agreed only upon signing of a written permission between both parties;
- JRCC shall not be responsible for the dissemination of event photos or videos that were taken by the Client's guests or its contracted external suppliers;
- If the 3rd party supplier wishes to use JRCC name and likeness for advertising and promotional, then supplier must take written approval from JRCC Management before proceeding with the production for such advertising and promotional materials.

#### Venue Site Visits

- The venue is available for viewing by appointment only for suppliers/contractors arranged by the Client. Please contact JRCC Events Team to arrange suitable appointment time. Provisions for 2 site inspections are included in the venue hire.

#### Venue Access and Function Duration

- Function set-up and preparations times are to be advised at time of booking in order for access and lock-up of the venue to be arranged;
- Access to the venue is available from 8:00am on the day of your function and the venue should be vacated by 7:00am the following day, unless prior arrangements have been made;
- All deliveries must be advised and pre-arranged through JRCC as the venue is not accessible without prior notice. Please take note that there is limited storage space, so deliveries should be kept to the day of the event wherever possible.

#### Delay or Failure to Perform

- If JRCC is prevented from fully performing the terms and conditions of this Agreement due to a Force Majeure or due to any cause beyond our reasonable control including (without limitation): natural disasters, accidents, political disturbances, strike, industrial action or stoppages of work, any form of government intervention, a third party act or omission; or failure by you to give us a correct information, JRCC may suspend and/or terminate this Agreement, provided that JRCC will not be obligated to return any sums advanced, loaned or paid by the client.

#### Complaints and Disputes

For any problems or complaints related to the site or effectiveness or services provided by JRCC, the Client shall inform JRCC management through the Manager responsible of this event and shall receive and email or telephone call from the JRCC customer service department for further investigation. The clients may also require making a formal written report before starting any official investigations, and all complaints or disputes shall be resolved within the organization.

#### Terminating the Contract

JRCC has the right to terminate the Event Booking Contract in case of the following conditions:

- The client fails to fulfill any of its obligations contained in the terms and conditions
- The client carried out changes to the event details without informing the management and having the approval of the JRCC
- Information provided to the JRCC regarding the event indicating it may threaten public safety or public order, or give rise to unacceptable in terms of personal injury or property damage and could not communicate with the client to acknowledge the risks
- The client using any misleading information when booking the event

#### Amendment of the Terms and Conditions

JRCC has the right to review and amend the terms and conditions from time to time. Contract is subject to the existing terms and conditions at the time when the Client confirmed the booking, however for changes or new terms as per government law order, Client is mandated to follow the new terms and conditions even after the signing of contract.

#### Behavior

- If the client's behavior or any member(s) of your group is deemed to be unacceptable or causes chaos or damage to JRCC's reputation or assets, your booking may be terminated and you may be asked to leave JRCC premises. No whole or part refunds will be made under these circumstances;
- Smoking is not allowed within JRCC premises. Smoking is permitted outside the building only and away from the entrance doors. Failure to comply with this legal requirement may result in a fine of minimum AED 5,000 and/or expulsion from the venue.

#### Guests Information

- JRCC will only store and use the information you supply to us for the purposes of carrying out our Contract with you and to collect valuable feedback about how satisfied you were with the services provided. If you do not wish to receive requests for your feedback, please let us know by emailing us at [info@jrcc.ae](mailto:info@jrcc.ae); or call us on number +971 (0)6 598 3800.

#### Modifying the Terms and Conditions

- JRCC has the right to revise and amend these terms and conditions from time to time. You will be subject to the terms and conditions in force at the time that you make a Booking or purchase or rent products from us, unless any change is required to be made by law or if we notify you of the change to these terms and conditions before we confirm that your Booking or purchase has been successful.

**I, the undersigned, have read and understood the Booking Terms and Conditions of Al Jawaher Reception & Convention Centre and confirm that all the information mentioned will be adhered.**

<b>Client</b>	<b>JRCC Representative</b>
Name: Position: Organization/Company:	Name:
Signature:	Signature:
Date:	Date: