

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

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 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 booking.

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 Sheikh Jawaher bint Mohammed Al Qasimi, wife of the Ruler of Sharjah. JRCC reserves the right to decline any booking or purchase or rental of a product at its discretion. Herein referred to, "JRCC" or "First Party"
2. The Client, the person authorized to sign this agreement and act according to it, herein referred to as the "Client" or the "Second Party"
3. 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.
4. JRCC has the right to amend this agreement from time to time, and make any changes to it, and thus issue new copies of it. The Client is obligated to the signed copy of it only and to its terms at the time of the agreement
5. In the event of deletion, amendment, or addition to the agreement by the Client, it shall be considered cancelled

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.

General Booking Information

1. To reserve the halls, the minimum spends (variable annually) that can be spent on food, beverages, and indoor facilities rent must be adhered to. The amount depends on the hall in which the event will be held
2. The food and beverage menu prices are calculated according to the seating arrangement, which is 10 pax per round table. In the event that the client brings tables from third parties, The salesperson will determine the number of guests per table after coordinating with the Culinary Affairs and Banquet Operations departments to determine the number of dishes per table, and additional fees will be applied according to the changes
3. All prices are quoted in UAE Dirhams and inclusive of VAT
4. JRCC reserves the right to apply any additional fees imposed due to additional banqueting equipment e.g., tables, chairs, cutleries, etc. requested during the event time, not including additional food and beverages
5. Client agrees to indemnify against any and all losses, damages, expenses (including attorney's fees) claims, suits and liabilities based upon damages to, or destruction of, any property or injury to any person (including death) arising out of or attributable to the performance or nonperformance by Contractor; including injuries or damages caused by such actions

Booking process

1. All bookings are subject to acceptance by JRCC and confirmation of such acceptance will be done only by signing the written contract
2. JRCC has the full right to cancel or decline any event that might affect its or Sharjah's reputation or might impact their names or security
3. JRCC will only accept written or electronic verifications and notifications relating to all the bookings inquiry, confirmation, amendments, and cancellations.
4. In case of event cancellation or postponement, the Client has to sign the cancellation form where terms and conditions apply.
5. Charges are based and quoted as per the guaranteed number of attendees and the corresponding requirements mentioned

in the final contract

6. 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.
7. Bookings are deemed confirmed once a signed Initial Venue Booking Agreement and deposit have been received unless the Client is under the approved credit list
8. For non-government entities, the Client shall pay refundable deposit amount of AED 5,000 to JRCC upon booking confirmation to indemnify the venue against any damages that might arise because of this event, or to cover any penalty charges, arrears related to the event. This deposit amount is 100% refundable if there are no records of damages, penalties, or arrears after the event. Salesperson will contact the Client in case any incidents were reported, otherwise, the Client may collect the amount two weeks after the event on Monday or Wednesday (during working hours). If the cheque is not collected by the client within 6 months from the date of issuance, or of the cheque is expired, JRCC will not reissue a new cheque and the Client is not entitled to claim it
9. Booking Contract and Banquet Event Order (BEO) must be finalized 15 days before the event date
10. If the venue is required in advance for set-up prior to the event date, the Client shall be charged rental rate as per the JRCC price list
11. 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. Issuing of receipt for cheque payments is subject to realization of cheque in JRCC Bank Account. Upon choosing cash payment, Client must assure receiving a valid receipt issued from JRCC
12. To confirm the date, Booking Contract must be signed, and a Local Purchase Order (LPO) or payment must be issued by the Client to Al Jawaher Reception & Convention Centre
13. JRCC has the right to cancel the booking, if payments were not done on time
14. The payment terms for the government sectors shall be as per the Local Purchase Order (LPO). For Non-Government Entities, the terms of payments is listed in the table below

Terms	Deadline	Amount
To confirm the date, Booking Contract must be signed with the 1 st Advance Payment	60 days before the event date	25% of the total bill
2nd Payment	31-59 days before the event date	50% of the total bill
3rd Payment (Final)	15-30 days before the event date	25% of the total bill

- All prices are subject to change if the booked event is taking place in a different year than that it was booked
- All prices are inclusive of VAT (5%)

Booking Amendments

1. Bookings cannot be amended unless agreed between authorized representative of JRCC and the client and by signing the Booking Amendment Agreement
2. 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 1 week 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 1 week advance notice is given and the Client shall be charged accordingly;
3. 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;
4. 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:
 - 4.1 Accepting the changed arrangements
 - 4.2 Purchasing another booking with JRCC and paying or receiving a refund in respect of any difference
 - 4.3 Cancelling the booking and receiving a refund of payments made subject to the cancellation policies

Cancellation and Postponement Policies (for Non-Government Entities Only)

1. Postponing or changing the date of the confirmed booking shall be considered as cancelled booking and will be subject to cancellation terms and conditions;
2. In case of refunds on 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;
3. If any payment under these terms and conditions is overdue or Local Purchase Order is not received, then without prejudice to our other rights and remedies JRCC may cancel the booking and/ or suspend the supply of deliveries of any other services being provided to you by JRCC;
4. 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 Event

Cause/Notice	Mandatory percentages to be deducted from the total bill			
	30-59 days	8-29 days	4-7 days	0-3 days
In the case of: - A serious Health Condition or Death of the events Patron, Guest of Honor - Major Political Reasons/Natural Disasters including extreme weather conditions that prevent access to the event	15%	25%	50%	100%
Others (Including failure to obtain required documents for any of the cases above)	20%	35%	75%	100%

Catering services

- Client has to inform the salesperson if they want to bring food and beverages during the event. Client must also sign the Disclaimer Form after obtaining approval from JRCC management
- Client can deal with outside suppliers serving food and beverages at kiosks, provided that the Disclaimer Form is signed during the reservation of the event, and the company with which the client has dealt with must be aware of health and safety regulations in Sharjah
- The Client is permitted to rent or hire a supplier for Arabic coffee, local hot drinks, and traditional sweets, provided that the Disclaimer Form is signed during the reservation of the event, and the company with which the client has dealt with must be aware of health and safety regulations in Sharjah
- JRCC management allows the Client to bring individually any kind of pass around sweets. If Client wishes for JRCC team to distribute the sweets on the tables, Client has to deliver the sweets to the Banquet Operations team before the start of the event

Client and Event Coordinator Information

- The Client shall provide the contact information of the assigned person who knows all the details of the event whom JRCC can regularly coordinate with during the preparation period prior to the event date and on the actual day of the event. If in case the main coordinator will not be available, the Client shall notify JRCC and provide an alternative contact person
- These terms constitute the entire agreement between the Client and JRCC with respect to the subject matter thereof and supersede all prior agreements, representations, and understandings of the parties' wither by written or verbal communication
- JRCC will only store and use the information the Client supplies to us for the purposes of carrying out our Contract with them and to collect valuable feedback about how satisfied you were with the services provided

Other Parties Liability

- Supplier should leave 3 meters behind the stage as an Emergency Exit in case of fire
- The client is primarily responsible for ensuring the professionalism and credibility of all external suppliers that were contracted with for the event (event organizers, flower coordinators, photographers, videographers, DJs, entertainment service providers, etc.) and their compliance with special rules and regulations. The client will be asked to select an authorized person from each company who speaks fluent English and Arabic languages to coordinate with the JRCC's management
- In the event that any of the suppliers hired by the Client is not cooperating with JRCC's event representative or unable to comply with the Venue rules, 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 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' (due to previous incidents) even if it leads to Client's cancellation of contract with the 3rd Party Supplier
- JRCC shall not be responsible for promises that the Supplier or their representatives may have made to the Client directly
- 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
- If the Client engages a band or other entertainment to perform at the event, it is the responsibility of the Client to ensure that the performer complies with the requirements and sound levels. JRCC reserves the right to stop, suspend or adjust the level of sound from performers that is considered excessive
- JRCC prohibits using lit candles inside the premises without placing them in a cylinder with water of at least 15 cm over the flame level. Or else, LED candles are recommended to ensure guests and facility safety and to avoid any fire accidents.
- JRCC doesn't recommend using fresh flowers for table arrangements and stage to avoid risk (physical, microbiological, or chemical) that might impact the food and beverages. In case Client or suppliers use them will be held responsible for all its consequences

Hall Venue Visitation

JRCC management allows the suppliers who have contracted with the Client to inspect the site if they have an appointment in advance by calling the planning team at +9716 598 3831 or Event Management Unit on +9716 598 3846

Venue Access and Function Duration

1. Function set-up, preparations, and dismantling timings to be advised at the time of booking, in order for JRCC teams to arrange for venue access and lock-up
2. Planning unit representative or Event Supervisor or Salesperson will coordinate with the suppliers to inform them about the time of entering the venue before the event. For more enquiries, please contact JRCC Planning team
3. All deliveries must be advised and pre-arranged through JRCC as the venue is not accessible without prior notice

Security

1. JRCC is not responsible if any photos or videos that were taken during the events and shared by any of the guests/ suppliers/ or organizers of the event
2. For any additional or specific security requirements, it is the responsibility of the Client to discuss the security requirements with JRCC who shall subsequently arrange security assistance in accordance with the agreement of the Client. The Client has the responsibility to cover the resulting expenses and the requirements include (collecting mobile phones from attendance and storing them until the event ends, preventing children from entering, stopping those who do not hold entry cards if they are present, inspect, monitor photography from attendance during the events and others)

Item Loss, Damages, and Security Issues

1. 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;
2. Although all care is taken, JRCC does not accept responsibility for any loss or damage to Client's property, including hire equipment, gifts or personal goods left prior, during or after a function
3. JRCC assumes no responsibility for items lost at events. All lost and found items are to be handed over to the Operations Manager during events. Clients or Guests should visit the Operations Manager office during the event to inquire about lost items. After the conclusion of the event, if the lost item is not retrieved, Clients or Guests may contact the main reception directly at +971 6 5983800 to inquire about the lost item
4. JRCC shall not be liable or responsible for Client's items while in accessible storage. It is understood that the Venue does not provide storage facilities and the Venue must be cleared right after the Event. Clients can keep their items at their own risk and JRCC shall have no liability for loss or damages on Client's materials
5. No items are to be nailed, screwed, stapled or adhered to the walls, doors, ceilings or any other surface;
6. 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;
7. 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;
8. No confetti, rose petals, streamers, glitter or sprinkles may be thrown or used on the premises of JRCC. In the event of this occurring, a cleaning fee will be charged to the Client
9. 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. Any damages caused by the animals to JRCC will be charged to the client accordingly;
10. 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;
11. 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.

Behavior

1. If the organizer and the guests breached the policies, JRCC management has the right to cancel the reservation and ask the Client and his guests or those responsible to leave the venue. There will be no refund of the amounts paid under these circumstances
2. If the Client's behavior or any member(s) of their group is deemed to be unacceptable or causes chaos or damage to JRCC's reputation or assets, the booking may be terminated, and the Client and guests may be asked to leave JRCC premises. No refunds will be made under these circumstances
3. JRCC shall not tolerate Clients or Guests using improper languages and rude and insulting terms towards its employees while at the Venue or when within JRCC premises. If a person persists in using such language, they will be asked to leave the Venue and may be subject to Police involvement
4. 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.

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 an 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 may cancel a contract without notice due to the following reasons:

- If the Client fails to fulfill any of his/her obligations in the Terms and Conditions
- If the Client makes changes to the purpose of the function without consulting the Venue
- If the Venue becomes aware that an aspect of the function which may jeopardize public safety or order, or potentially involve an unacceptable risk of personal injury or damage to property
- If the Client has provided any misleading information while booking
- On any Government notifications to stop or hold the events for whatsoever reasons
- If the Client fails to pay the amounts due for the second and third advance payments within 7 days from the date of their due date.

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-or paid by the client (for non-government entities only)

Amendment of the 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. This contract will be subject to the terms and conditions in effect while you book, buy or rent our products. 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.

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 and facilitate the booking and payment process. JRCC undertakes the implementation of the event, 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.

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.

Client	JRCC Representative
Name: Position: Organization/Company:	Name:
Signature:	Signature:
Date:	Date:
Contract Number:	