



Terms and Conditions Agreement Outside Catering Services for Social Events

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 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 Sheikha 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. An initial advance payment of AED 6,300 or 50% of the total amount (whichever is higher) must be paid to book the Catering Event, and the remaining amount shall be paid 7 days before the event date. 100% Payment to be made in case the event is booked less than 7 days before the event date.
2. The food and beverage menu prices are calculated according to the seating arrangement which is 10 pax per table.
3. Prices are quoted in UAE Dirhams and including VAT
4. Total event time at Client's place shall be continuous 7 hours including 4 hours for service and 3 hours for set up and dismantling. The Client shall be charged in case JRCC's team spent extra hours at client's place, as per Additional Charges clause listed below. If Client requested for early setup, JRCC Commercial team will share the applicable charges.
5. The Client shall pay refundable deposit amount of AED 2,000 to JRCC upon booking confirmation to indemnify against any damages to the equipment that might arise because of this event, or to cover any arrears, extra charges related to the event and VAT. This deposit amount is 100% refundable if there are no records of damages, arrears or extra charges after the event. Salesperson will contact the client in case any incidents were reported or if any extra charges have been incurred, otherwise, the client may collect the amount after 4 working days (on Monday or Wednesday) through Cheque or Bank Transfer.
6. All payments must be paid in Cash, Bank Transfer, Credit Card 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-
7. In case of cancellation of bookings paid through Visa or MasterCard, transaction handling fee of 2.25% will be applied from the total amount paid.

Cancellation & Postponement

1. If cancellation or postponement of the event is requested by Clients for any reason less than 3 days before the event date, 100% of the total booking amount will be deducted.
2. Client may postpone or cancel the event without penalty charge if the postponement request is shared 3 days prior to event date.
3. Cancelling the booking and receiving a refund of payments made subject to the cancellation policies.

Additional Charges

1. The client shall be billed AED 30 per person for any extra guests above the agreed 10% of the confirmed number.
2. If the JRCC team is required to extend their time at the client's venue, AED 450/- per hour will be charged for events below 50 guests and AED 750/- (per hour) for events above 50 guests.



Client and Event Coordinator Information

1. The Client shall provide the contact information of the assigned coordinator from client side to discuss anything pertaining to the event
2. JRCC will use the information provided by the for the purposes of carrying out the Contract with Client and to collect valuable feedback about how satisfied Clients were with the services provided.

Third Party Liability

1. 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, etc.) and their compliance with rules and regulations.
2. 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 clients or suppliers use them, JRCC will not be held responsible for all its consequences.

Complaints and Disputes

Any problems or complaints related to the Event should be highlighted to JRCC Sales Team or to the Duty Manager during the event and followed up by email or phone call to the Commercial Department.

Contract Termination

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 JRCC.
- If the Client has provided any misleading information while booking.

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, pandemic, 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.

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

The client, the undersigned must inform all event organizers, including family coordinators and decision-makers, of all relevant laws and contract terms to prevent any violations on the event day.

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.

JRCC Representative (First Party)	Client (Second Party)
Name:	Name:
Signature:	Signature:
Date:	Date: