



Last updated: 20-Oct-2022

Contractual Terms and Conditions Agreement for Social Events (Wedding Ceremonies – Engagement Parties – Birthday Parties- Graduation Parties – Private Parties)

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

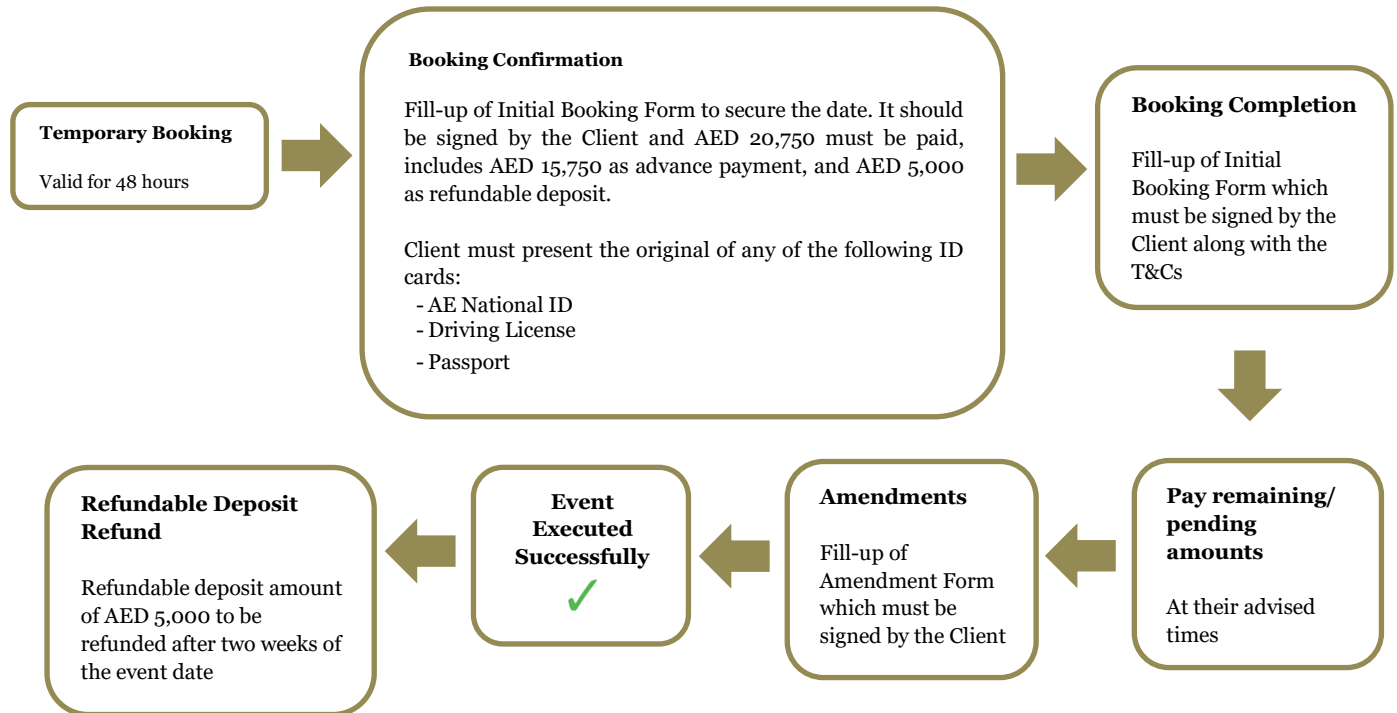
This Agreement shall be construed in accordance with the laws and regulations of and applicable in the Emirate of Sharjah, United Arab Emirates. The Courts of Sharjah shall have exclusive jurisdiction to settle any dispute out of or in connection with Agreements and accordingly, the Client and JRCC submit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

General Booking Information

1. To reserve the halls, the minimum spends (variable annually and throughout the year) that can be spent on food, beverages, equipment, and indoor facilities rent must be adhered to. The amount depends on the hall in which the event will be held and the weekday.
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 to revision by JRCC as at the time of quoting they are based on current costs. If a function is booked more than six (6) months in advance, the Venue reserves the right to reflect any rising costs by altering its prices. Any change in pricing will not exceed 10% of the quoted price
7. Bookings are deemed confirmed once a signed Initial Venue Booking Agreement and deposit have been received (AED 15,750 including VAT) as per the figure above, in addition to:
8. 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 if 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 30 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 accordingly
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. Receipt of cheque payments are subject to realization of cheque in JRCC Bank Account, cash payment shall be subject to valid receipt issued from JRCC



Payment Terms and Schedule			
Terms	Deadline	Amount	Notes
Initial deposit for tentative bookings	121 days and above prior to the event date	AED 15,750	<ul style="list-style-type: none">- For confirmed bookings, this deposit will be deducted from the total bill.- This deposit can only be refunded if the booking is cancelled or postponed 121 days and above prior to the event date.- If the event is cancelled or postponed less than 120 days before the event date, then this deposit is considered non-refundable or transferrable.
2 nd Advance Payment	91-120 days before the event date	50% of the total bill	
3 rd Payment	30-90 days before the event date	50% of the total bill	Additional orders that are not included in the final Booking Contract shall be included in the Final Payment
4 th Payment (If applicable)	On Event Day	Any payment for extra services requested during the event day	

- If the event is booked 90 days or less, prior the event date, the customer must pay an amount of 25,500 dirhams (inclusive of VAT) as an initial deposit. In the event of cancellation or postponement, the amount is considered non-refundable or transferable
- 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 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
3. Reducing the number of guaranteed numbers of guest after signing the initial booking form is not accepted. In case this was requested, then the additional services should be requested to not impact the total amount of bill due to decreasing number of guaranteed guests
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 differences
 - 4.3 Cancelling the booking and receiving a refund of payments made subject to the cancellation policies

Cancellation and Postponement Policies

1. All cancellation/postponement notifications must be in writing by filling the Booking Cancellation Form provided and by the same person who signed the last contract. JRCC shall cancel the booking and release the Hall if it receives any communication by email / WhatsApp from the signatory or representative mentioned in the contract of their intention to postpone or cancel the event, and cancellation process should be completed within 7 days from the notification date
2. Postponing or changing the date of the confirmed booking shall be considered as cancelled booking and will be subject to postponement terms and conditions
3. In case of any refunds due to customers upon cancellation of bookings paid through Visa or MasterCard, an additional transaction Bank handling fee of 2.25% will be applied from the total amount refunded
4. JRCC has the right to cancel the hall booking in case the Client does not pay the amounts due for the second and third



Last updated: 20-Oct-2022

advance payments within 7 days from the date of their due date. JRCC's management is also entitled to deduct the entire non-refundable deposit, in addition to deducting the refundable deposit as a fine for delaying payment

5. If cancellation or postponement of the event is requested for any reason less than 3 days before the event date, 100% of the total amount of the booking will be deducted
6. In the event of a request to postpone or modify the date of the event, the client must book a new date within 3 months from the date of the event and repay the non-refundable deposit amount (AED 15,750), provided that the minimum spend for the hall and applier promotions are followed on the new event date
7. When booking the new date of the event, the customer must pay 50% of the total amount of the booking to confirm the new date
8. The Client can postpone the event or change its date once only, while applying charges as per the Amendments or Postponement table below.
9. If Client wants to cancel an event after rescheduling, cancellation charges will apply

The table below explains in detail all the cancellation policies for all the possible and applicable scenarios:

Cancellation Policy of all Social Events				
Cause/Notice	Cancellation charges are based on the notice period. Charge percentages will be calculated from the total booking price *			
	3-7 days	8-29 days	30 – 89 days	
Divorce (Upon presenting a certified UAE court corresponding document)	100%	50%	25%	
National Service of Groom (Upon presenting a certified UAE Military Department Document)	100%	75%	25%	
Health Conditions: (Upon presenting UAE MOH certified medical reports stating a serious illness, including but not limited to: AIDS, Cancer of all kinds, terminal illnesses, and epidemic diseases)	Of Bride or Groom	60%	40%	25%
	Of Father, Mother, Son, Daughter, Grandparents & Siblings of the bride and groom only	75%	50%	25%
Death: (Upon presenting a UAE Preventive Medicine Department Death Certificate)	Of Bride or Groom	30%	20%	0%
	Of Father, Mother, Sons, and Daughters, Grandparents, Siblings, Uncles, Aunts, Nephews, Nieces, Cousins of groom and bride only	75%	50%	25%
Others (Including failure to obtain required documents for any of the cases above)	100%	85%	60%	
In the condition of the Groom, Bride, or event organizers, or direct family encounter with Covid-19 virus after presenting the positive test result from "Al Hosn" application matching with Emirates ID.	75% of the total amount of the booking will be deducted, if the event is canceled 3-5 days before the event date			

The table below explains in detail all the amendments and postponement policies for all the possible and applicable scenarios:

Amendments or Postponement Policy of all Social Events			
Cause/Notice	Amendments and postponement charges are based on the notice period. Charge percentages will be calculated from the total booking price*		
	3-7 days	8-29 days	30 – 89 days
Divorce (Upon presenting a certified UAE court corresponding document)	75%	25%	15%



Last updated: 20-Oct-2022

National Service of Groom (Upon presenting a certified UAE Military Department Document)		75%	25%	10%
Health Conditions: (Upon presenting UAE MOH certified medical reports stating a serious illness, including but not limited to: AIDS, Cancer of all kinds, terminal illnesses, and epidemic diseases)	Of Bride or Groom	40%	25%	15%
	Of Father, Mother, Son, Daughter, Grandparents & Siblings of the bride and groom only	50%	25%	20%
Death: (Upon presenting a UAE Preventive Medicine Department Death Certificate)	Of Father, Mother, Son, Daughter, Grandparents, Siblings, Uncles, Aunts, Nephews and Nieces of the groom and bride only	50%	25%	20%
Others (Including failure to obtain required documents for any of the cases above)		75%	60%	40%
In the condition of the Groom, Bride, or event organizers, or direct family encounter with Covid-19 virus after presenting the positive test result from "Al Hosn" application matching with Emirates ID.		25% of the total amount of the booking will be deducted, if the event is postponed 3-5 days before the event date		

Catering services

1. 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
2. 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
3. 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
4. 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

1. The Client who confirmed the booking is deemed to be the designated contact person for all other Clients named in such booking. 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, written or oral
2. 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
3. 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

1. Supplier should leave 3 meters behind the stage as an exit in case of fire
2. Perfume tables are allowed in foyers only
3. 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
4. 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
5. 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
6. JRCC shall not be responsible for promises that the Supplier or their representatives may have made to the Client directly
7. 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



Last updated: 20-Oct-2022

8. 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
9. 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.
10. 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 and it shall be kept before hall sanitization
11. JRCC management will allow the Client to bring tissue paper boxes and approved hand sanitizer packages designed for the event's guests, to be delivered to the banquet team at the morning of the event so that the team can distribute them on the tables

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.

Venue Access and Function Duration

1. Function set-up and preparations times are to be advised at the time of booking in order for access and lock-up of the Venue to be arranged
2. Access to the venue is available from 8:00am on the day of the function and the venue should be vacated by 7:00am the following day, unless prior arrangements have been made
3. No men will be allowed within JRCC function hall vicinity from 7:00pm onwards during female only weddings/functions.
4. Bands and Male DJs will not be allowed to stay inside the halls during female weddings/functions.
5. JRCC team starts the final arrangement of the tables at 03:00pm. In case any delay was caused by any of the third parties/suppliers, JRCC will not be responsible for its consequences
6. Guests will not be allowed to enter the halls before the comprehensive sterilization of the hall, furniture and stage by the JRCC team is completed
7. DJ and musical bands are allowed in events till 01:00am sharp only. Fines will be issued to them in case this wasn't followed

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 and Damage Issues

1. The Client will be financially liable for any damages or loss caused by the Client, their guests, and approved external caterer to the Venue, facilities, fixtures, furnishings, equipment, 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 that contains the type of damage, or any lost items during the event, and the compensation fees imposed depending on the degree of damage or the value of the lost
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, equipment 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.



Last updated: 20-Oct-2022

7. Fireworks, uncovered or unstable candles, rose guns, colored water, and perfume tables 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. 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 3rd Party suppliers

Behavior

1. If the organizer and the guests continued breaching 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. As per the rules of the Emirate of Sharjah, 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 to be paid directly by the smoking individual or the Employer, if the person caught smoking is from a 3rd Party Supplier during the Event and/or may result to expulsion from the Venue

Complaints and Disputes

Any problems or complaints relating to the Venue should be referred to JRCC Management or to the Duty Manager during the event and followed up by email or phone call to the Commercial Department at the Venue. 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.

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 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, 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 updated: 20-Oct-2022

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 parties involved in organizing the ceremony of all laws binding on this contract, including the coordinators of the two families and decision makers, to avoid violations on the day of the event.

The Sales Representative must be informed If the Client appoints a third party to run the event. Accordingly, the Client does not have to sign this agreement, and the First Party will consider the authorized person as the Second Party in this agreement

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:
Contract Number:	

