Venue Use – Terms and Conditions

Thank you for choosing Al Jawaher Reception & Convention Centre. Herein referred to, "JRCC" or "First Party" or "Venue". JRCC is a government organization established under the patronage of Her Highness Shaikha Jawaher Bint Mohammed Al Qasimi, wife of the Ruler of Sharjah and Chairperson of Supreme Council of Family Affairs. JRCC was founded in 2013 to provide an impeccable venue and catering and events services provider for social and corporate events such as weddings, meetings, conferences, exhibitions, and all types of other events.

These terms and conditions shall apply between JRCC and the Contractor/Supplier, hereinafter referred to as the "Second Party," for any services, works, or supplies performed at JRCC venues. The Contractor/Supplier shall be responsible to check all the information as soon as received by them, and any concerns must be communicated immediately to the personnel handling the project.

This document has been formulated to clarify the obligations, responsibilities, and compliance requirements between JRCC and the Contractor/Supplier, and to ensure that the best services and safety standards are provided at JRCC premises.

Intent:

- These Terms and Conditions as set out in this agreement are binding on both JRCC and the Contractor/Supplier.
- The Contractor/Supplier or its authorized representatives shall act and abide by the terms and conditions as set in this agreement.
- These terms and conditions (and any provision and/or information relating to them) are confidential and the Contractor/Supplier shall not disclose any part of them to outside parties without prior written consent, unless required by law or relevant authority.
- These terms constitute the entire agreement between JRCC and the Contractor/Supplier with respect to the subject matter thereof and supersede all prior agreements, representations, and understandings, whether written or verbal.
- JRCC has the right to amend this agreement or any terms from time to time. The terms shall be governed by the signed agreement signed between them.
- The Contractor/Supplier is obligated to the signed copy of it only and to its terms at the time of the agreement.

T&C Validity:

The provisions of this agreement shall remain in force until they are amended, updated, or superseded by a revised version.

Contractual Relationship

The Contractor/Consultant/Supplier is fully experienced, properly qualified, and licensed to perform the work requested for the given event or project. They perform all work in a good and workmanlike manner and ensure a safe environment and work site to protect the general public, employees, and building owners, in accordance with the best standards of practice.

The Contractor operates as an independent contractor and not as an agent of Al Jawaher Reception & Convention Centre (hereinafter referred to as "JRCC").

Indemnification

1. The Contractor/Consultant/Supplier agrees to indemnify and defend JRCC (including its officers, directors, and employees) and keep them harmless from any and all losses, damages, expenses (including attorney's fees), claims, suits, and liabilities arising from damage to or destruction of any property, or injury to any person (including death), that results from the Contractor's performance or nonperformance, including injuries or damages caused by such actions.
2. If JRCC employees, tools, equipment, improvements, or any other property at JRCC facilities are used by the Contractor/Consultant/Supplier or any of its subcontractors—regardless of who pays the employees or whether a rental or other consideration is provided—the Contractor/Consultant/Supplier **agrees to indemnify and defend JRCC** (including attorney's fees) against any claims, suits, losses, or liabilities arising from or related to the use, custody, or receipt of these employees, tools, equipment, improvements, or other property.

Security Deposit

1. Upon signing this T&C, the Contractor/Consultant/Supplier provides JRCC with a security deposit of AED 10,000 in Cheque. This security deposit shall be provided to JRCC to recover any losses, damages or any other liabilities that arise during the event due to actions from the contractor. Clients are not required to cover the deposit.
2. The company cheque is issued to "Al Jawaher Reception & Convention Centre" and is returned to the Contractor/Consultant/Supplier within 14 working days after termination if this T&C, provided that no damage, injury, or losses occur during the setup and delivery period or that any financial claims for events during the period has been settled in full by the contractor.

3. The Contractor/Consultant/Supplier is responsible for any damage to JRCC property, including but not limited to furniture, flooring, carpets, walls, fixtures, equipment, and decorative items, caused by their staff, subcontractors, or deliveries during setup, the event, or dismantling. Any repair or replacement cost is deducted shall be paid in cash or cheque by the contractor. In case the amount is not settled or paid, JRCC shall use the Security Cheque to cover for its loss. Any amount exceeding the security deposit shall be settled by the Contractor/Consultant/Supplier through cash or bank transfer within seven (7) working days from the date of receiving JRCC's official written notification of the damage and the applicable repair or replacement cost.
4. In addition, the Contractor/Consultant/Supplier complies with all JRCC policies and regulations. Any breach of policy, including but not limited to unauthorized access, violation of safety rules, improper use of equipment, failure to submit required documentation, or noncompliance with event setup rules, may result in denial of access, termination of services, or withholding of security deposits.

Venue Access

1. Access to the booked venue is available only with an access permit issued by JRCC Planning Unit. Access starts at 8:00 am on the event day and the venue must be vacated by 7:00 am the next day. Any early access, extension of working hours, or late dismantling must be arranged in advance and approved in writing by JRCC. Such arrangements shall not interfere with other events or JRCC operations.
2. JRCC's team begins the final arrangement of tables at 7:00 pm. In case of any delay in event setup, JRCC is not responsible for any consequences resulting from the delay.
3. All Contractors/Consultants/Suppliers must submit the following information at least 3 days prior to the event:
    - Valid Trade License and Owners details. The Trade License must include the activities related to the services or works performed by the Contractor/Consultant/Supplier at JRCC. The same requirement applies to any subcontractors. Entry of owners is subject to JRCC approval, and owners are not permitted to enter without prior registration and submission of their details.
    - Names of all Management staff, Admin staff, and labourers who will enter the venue or work onsite
    - Valid visas for all staff and labourers (labourers must be under the Contractor/Consultant/Supplier's employment visa)
    - Valid copies of labour cards or Emirates IDs for all staff or labourers
    - Delivery vehicle information (type and plate number)
    - Valid driver ID or driving license copy
    - Copy of the Signed Access Permit
    - Valid Third-Party Liability Insurance documents covering all activities performed at JRCC during setup, the event, and dismantling. Contractors/Consultants/Suppliers must also provide valid insurance documents for any subcontractors involved in the event. JRCC reserves the right to request additional insurance coverage depending on the nature and risks of the activities performed.
4. All Contractors/Consultants/Suppliers must report to the in-charge Security personnel upon arrival at JRCC to sign all necessary registration documents. A Contractor's Pass Badge is issued by Security and must always be displayed. All labourers assigned to work at JRCC must have valid legal documents and occupancy health cards. JRCC has the right to terminate any labourers if the Contractor/Consultant/Supplier fails to provide the required documents.
5. Failure to submit the above requirements results in denial of access for the Contractor/Consultant/Supplier.
6. JRCC reserves the right to stop any unsafe or non-compliant activities and deny access to Contractors/Consultants/Suppliers in case of serious or repeated violations of JRCC policies and regulations. Any corrective action required, shall be completed by the Contractor/ Consultant/Supplier before resuming work, subject to JRCC approval.

Deliveries and Set-up

All deliveries **must be advised and pre-arranged through JRCC**, as the venue **is not accessible without prior notice**.

Contractors/Consultants/Suppliers must comply with JRCC's venue setup regulations:

1. Loading and Unloading: JRCC provides designated loading and unloading areas. Contractors/Consultants/Suppliers are not allowed to load or unload items in other areas without prior approval from JRCC.
2. Venue Protection: Contractors/Consultants/Suppliers cover the entire venue carpet with clean nylon, plastic, or carpet during loading, unloading, setup, dismantling, and the event. No dragging or direct contact of decorative elements, stage, catwalks, backdrops, or any items on the carpet or marble is allowed.
3. Floral Arrangements: Flowers must be arranged and kept in the designated Flower Room. Centrepieces should not exceed 15 cm in width and 700 gm in weight. Contractors/Consultants/Suppliers must prevent water spillage from flowers and avoid direct application of floral foam on tables or carpets. Contractors/Consultants/Suppliers sign a disclaimer form on the day of the event.
4. Event Layout Changes: Any changes to event setup, including the location or quantity of chairs, tables, sofas, and linens, must be communicated to the Planning Unit at least one day prior to the event.
5. If draping obstructs access to the emergency fire hose, the access must remain open, and if the ceiling is covered with cloth, openings must be provided for proper AC ventilation.

Health and Safety Rules & Regulations

1. JRCC monitors the health and safety performance of Contractors/Consultants/Suppliers while at the venue. Repeat offenders are denied access if their track record falls below standard. Contractors/Consultants/Suppliers and their employees wear appropriate protective clothing such as goggles, safety glasses, masks, gloves, hair nets, etc., depending on the task. Company uniforms and safety shoes are mandatory inside JRCC premises.

2. Any injury at work, no matter how small, is reported immediately to the in-charge Security personnel or JRCC management. Small injuries can lead to serious conditions if not addressed promptly. Contractors/Consultants/Suppliers protect the work site by providing proper fencing, lighting, safety tagging, and other safety precautions to protect the public. Motors and lift trucks are operated only by authorized JRCC personnel.
3. No items are nailed, screwed, stapled, or adhered to walls, doors, ceilings, or any other surfaces of JRCC facilities. All signs for outdoor use must be properly manufactured and safely fixed. Contractors/Consultants/Suppliers notify JRCC Operations at least two weeks in advance regarding the type of signs, and JRCC management assigns locations for installation.
4. If bringing show plates, water goblets, table overlays, or similar items, JRCC is not responsible for cleaning or any harm/loss during storing, washing, servicing, or clearing. Contractors/Consultants/Suppliers sign a disclaimer form on the event day. If using table covers, overlays, or napkins, Contractors/Consultants/Suppliers inform JRCC Planning at least one day prior. Items must be washed and ready to use. JRCC is not responsible for cleaning, ironing, storage, or any harm/loss during usage.
5. If using glass products for decoration, backdrops, tabletops, or similar purposes, Contractors/Consultants/Suppliers ensure the use of safety glass. JRCC allows only approved types of glass in the venue.
    - Shatterproof or laminated glass
    - Splinter proof glass
6. The maximum weight that a JRCC table can hold is 4 kg, including cutlery, plates, water goblets, domes, food, beverages from JRCC, and flower centerpieces or other decorative items. If using glass-top tables or tables provided by the supplier, Contractors/Consultants/Suppliers pay extra attention to ensure the weight of items does not exceed the recommended limit to avoid damage, harm, or loss.

Candle Usage:

- The use of candles or similar flame equipment (naked flames, welding, grinding, or heating equipment) within the venue is permitted only if the following terms are followed.
- JRCC reserves the right to restrict or refuse the use of submitted candles and holders or vase samples if necessary.
- Contractors/Consultants/Suppliers specify the type of candles and candle vases or holders that will be used during the event. If candles are displayed on a high decorative holder, the holder must be sturdy and not wobble when the table is shaken.
- Contractors/Consultants/Suppliers submit physical samples of the candle and holder at least 2 weeks before the event date. Candle usage is prohibited on the event stage and allowed only on guests' tables.
- Candleholders must be designed specifically for candle use, heat-resistant, sturdy, and large enough to contain any drips or melted wax. Adding water to the candleholder is compulsory.
- Candleholders must not be covered from the top, burning candles must be placed at least three inches apart from one another.
- Contractors/Consultants/Suppliers do not insert any flammable material (e.g., plastic leaves or flowers) inside the holder.
- The space between the candle wick and the top edge of the holder must be at least 6 cm. Candleholders should not be covered from the top, and burning candles must be placed at least three inches apart from one another.
- Candle usage is prohibited on the event stage and perfume table or in any flammable areas, candles are allowed only on guests' tables or decorative platforms.
- Candles must not be used directly on the floor or on perfume tables.

Carpet Usage:

- Suppliers are required to cover the hall's carpet with protective plastic sheets/any carpet before commencing any setup work; work will not be permitted without proper carpet protection in place.
- Painting wood sheets and furniture inside the hall is not allowed.
- Cutting tools inside the hall is not allowed.
- Working on flowers is only allowed in the flower room.
- Placing a polyethylene sheet over carpet before setting up is a must.
- Placing an MDF sheet under the stage is mandatory.
- In case painting was required to be inside the hall, then only water-based paint is allowed, while carpet is covered.
- Double-sided tape usage is allowed for fixing disposable carpets. Quality of the double-sided tape to be approved by maintenance team
- Oil grease is not allowed to be used inside the hall.
- In case of cutting large sizes of pillars and wood is required, then the wood cutter machine should be lifted from the ground by 10 cm minimum by placing a wood brick or an 8 mm SS Sheet
- No dragging of sharp material is allowed on the carpet or marble, all sharp edges equipment and tools should be lifted or dragged by a trolley.
- Double tape and masking tape should not be applied on the joints of the carpet.

Cold Fireworks Usage:

- To have a trial of the machine to be used and it's type at least one month before the event date, and to sign the acknowledgment form provided by JRCC.
- A distance of 1.5 meters at least to be kept between the machine and any of the surrounding (material or guests)

- To keep flammable materials like (tissue, paper, plastic of all kinds including plastic flowers, Nylon, clothes) away from above, surround or under the machine.
- Ensure all machines are firmly placed on a stable ground/location and not subjected to movement or vibration.
- To place the machine on an agreed surface/ground by JRCC Health and Safety and Maintenance units during the scheduled trial to ensure the safety of the material used.
- Conduct a preventative rehearsal for wires and cables, and location of insulation at least 1 month before the event day (during the trial).
- All power cables to be separated from the ones for sound, light and projection.
- Assign trained people to operate the machine.
- To assign female personnel by the provider to work as a spotter at Female Weddings to give the go ahead sign to fire when safe to do so.
- To have radios or mobile phones available from the supplier's side to ensure safe fire operation when firing the machine during the event.
- To plan and confirm the firing positions and type of machine with JRCC Health and Safety, and Maintenance units to ensure its safety for guests, staff and venue.
- JRCC reserves the right to restrict or refuse the usage of the submitted Cold Fireworks Machine sample, if necessary, as per JRCC requirements.
- JRCC holds the right to control the location of the machines in case it has been found to go against the recommended health and safety standards.

Water Fountain & Pool usage:

- All installations of water fountains or water bodies must follow strict safety and set up guidelines to prevent damage or hazards.
- Waterproof tarpaulin or PVC banners must be used to protect the JRCC carpet, and motors must not be placed directly on the floor.
- Only clean water is allowed, and electrical components (such as lights and pumps) must be waterproof and safely installed.
- Fountain size and water flow should adhere to pre-approved dimensions and limits to avoid overflow or splashes.
- Regular safety checks before, during, and after the event are mandatory.

If any company plans to use fountains or pools, the detailed policy (Code: JRCC_TQM_P_23) will be shared with them separately.

Fire Safety Guidelines:

- JRCC reserves the right to request the alteration of the set-up of any events to comply with fire, health and safety regulations.
- Safety area of 4 m from every wall in the hall to be planned on the layout setup.
- Access to fire extinguishers shall always be cleared from any obstructions.
- All Fire Exit doors, Toilet doors, and Shutter doors covered by wall drapes shall be provided with luminous fire exit signage and openings for emergency access.
- Contractor/Consultant/Supplier shall not tamper with electric controls or switches within JRCC premises without prior approval from JRCC.
- Contractor/Consultant/Supplier must use portable safety switches when using electrical equipment.
- Contractor/Consultant/Supplier shall provide JRCC with the electrical supply requirements before plugging any electrical system in JRCC's electrical wall and floor boxes. If the installation is found to be unsatisfactory, the electrical supply will be disconnected & JRCC Operations departments has the right to abort the process.
- Contractor/Consultant/Supplier shall use fire-rated curtains/draping's only and submit the flame-retardant treatment certificate for curtains to JRCC Planning unit representative at least 1 week prior to the event. Contractor/ Consultant/Supplier will be asked to sign a disclaimer form on the day of the event in case the certificate was not provided.
- Contractors/Consultants/Suppliers do not keep carton boxes, AV boxes, empty or similar items inside the venue or near the loading doors at any time.

Event Lay-out:

- Venue layout plans or drawings should be submitted to JRCC Operations and Events Departments at least 1 week prior to the event date. Lay-out plans shall consider the maintaining of the emergency exit doors and routes, firefighting equipment in the hall and electrical distribution and boxes. (All designs must be approved and signed by JRCC Operations and Events Departments).

Venue Rig Points:

- Contractor/Consultant/Supplier shall give precise locations of required suspension points and shall also mention the accurate weight loadings to be suspended to each point. JRCC reserves the right to restrict or refuse the suspension of any system for which such information is not available or to restrict or refuse the suspension of any system due to loading limitations or if JRCC is not notified of the intention to use the rigging points.
- All contractors undertake to ensure that the suspension of any item is carried out in a safe manner and JRCC reserves the right to request alterations of suspension fittings whenever considered necessary. Any additional cost incurred in such actions will be borne by the client or supplier.

- Contractor/Consultant/Supplier must notify JRCC Operations and Events Departments at least 3 weeks before the event date if the following items will be installed or brought into the venue. The maximum permitted weight shall not exceed 1,000 kg per rigging point for the middle main rigging points and 500 kg per rigging point for the side rigging points, in accordance with JRCC's approved rigging capacity and latest valid inspection certificate. All installations must be approved by JRCC Facility Management prior to installation:
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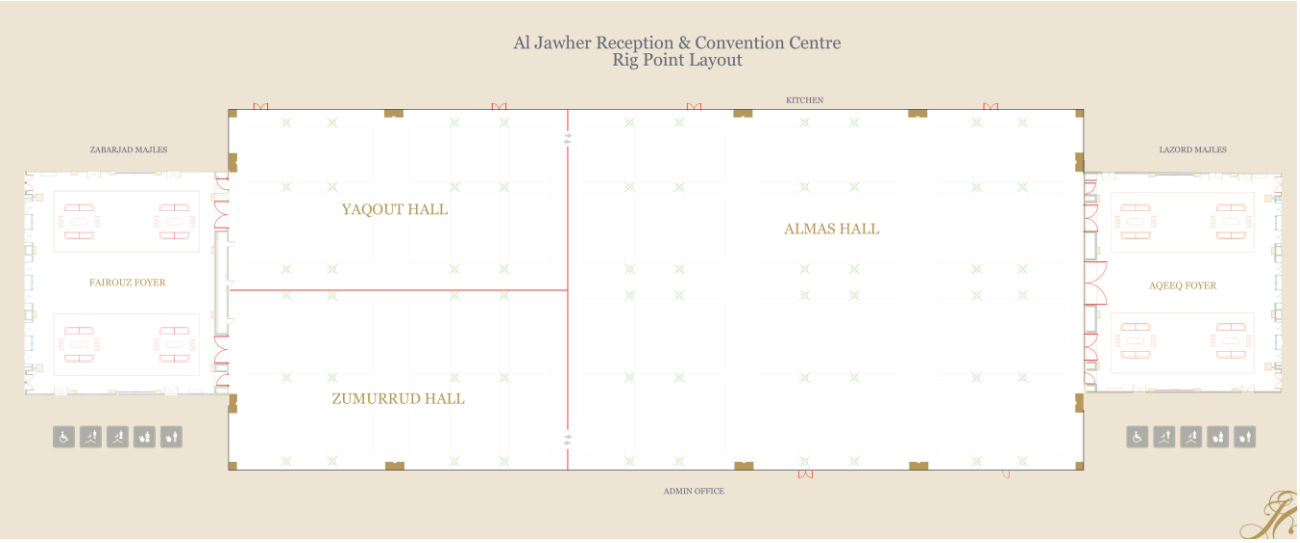
    - Chain Hoist or Wire Winch Lifting Equipment
    - Truss Systems
    - Suspended Platforms
    - Lifting of Beams
    - Drapes



Good Manners and Right Conduct

- Individuals using improper language while at the venue will be reminded that the use of insulting, rude or derogatory terms is not acceptable. If a person persists in using such language, they will be asked to leave the venue and may be subject to Police action.
- Contractor/Consultant/Supplier must work in accordance with the rules and regulations of the venue at all times. Failure to meet these requirements may result in Sharjah Police or Sharjah Economic Department involvement and/or expulsion from the venue.
- Smoking is strictly prohibited within JRCC premises, including entrance doors and loading areas. Smoking is only permitted in the designated smoking area outside the building. Failure to comply with this legal requirement may result in a minimum fine of AED 5,000 and/or expulsion from the venue.
- Cooking inside JRCC premises is not allowed. However, cooked food may be brought in and consumed only in the designated staff Cafeteria. JRCC reserves the right to stop any Contractor, Consultant, or Supplier staff in case of violation. Sleeping, resting, eating, or engaging in any activity other than setup or dismantling is strictly prohibited inside the venue and surrounding premises.
- Contractor, Consultant, and Supplier staff may eat or consume food in the Staff Cafeteria, which is open for their use from 08:00 AM to 12:00 PM and 02:00 PM to 08:00 PM.

Cleaning

- Contractors/Consultants/Suppliers are responsible for always keeping the premises in a reasonable state of cleanliness during setup, the event, and upon leaving the venue.
- Contractors/Consultants/Suppliers ensure that all rubbish is disposed of in a certified disposal center, appropriate for the type of waste. Carpets remain clean, and any physical nails or similar items are removed before leaving the venue.

Dispute Resolution

- Any dispute arising between JRCC and the Contractor/Consultant/Supplier regarding the interpretation, implementation, or breach of these Terms and Conditions shall first be addressed through written communication between both parties.
- Both parties shall attempt to resolve the dispute amicably within fifteen (15) working days. If the dispute remains unresolved, the matter shall be referred to the competent courts of Sharjah, UAE, in accordance with applicable laws.

Force Majeure

- JRCC shall not be held liable for any delay or failure to perform their contractual obligations due to circumstances beyond their reasonable control, including natural disasters, government restrictions, or other unforeseen events.
- JRCC shall promptly notify the Contractor/Consultant/Supplier in writing of any such circumstances and take all reasonable measures to minimize their impact. Any suspension, cancellation, or termination resulting from such circumstances shall be handled in accordance with applicable laws and the agreed contractual terms.

For more information, please contact:

Al Jawaher Reception & Convention Centre
Telephone +971 (0)6 598 3800 Fax +971 (0)6 545 8488
P.O. Box 1922, Sharjah, UAE
info@jrcc.ae

I, the undersigned, have read and understood the Venue Use - Terms and Conditions for Al Jawaher Reception & Convention Centre and confirm that all the information mentioned will be adhered to by me and my representatives.

Company Representative		JRCC Representative	
Name		**Name**	
Signature		**Signature**	
Title		**Title**	
Company Name		**Date**	
Date			