



# TERMS & CONDITIONS - UNDERTAKING

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## 1. Booking & Payment Terms:

### 1. Token Amount

- ₹50,000 for 1-day events and ₹1,00,000 for 2-day or longer events is required to secure your event date.
- The token amount is non-refundable and non-negotiable and must be paid via bank transfer, UPI, or other online methods.
- GST of 18% will be added to the token amount, as per composite GST taxing regulations.

### • Payment Schedule

- 50% of the total billing amount must be cleared 2 months prior to the event date.
- The remaining balance must be paid 15 days before the event. Failure to complete the payment will result in cancellation of the reservation with no refund.

### • Booking Confirmation

- Bookings are made strictly on a first-come, first-served basis.
- The venue does not hold or reserve dates without advance payment. Your booking is confirmed only after the token amount is received.

### • Additional Billing

- Any additional charges incurred during the event that were not included in the initial quote must be settled before the venue is handed over.
- Onsite event managers will assist with the settlement of these charges upon checkout.

### • General Terms

- A Booking Confirmation Receipt will be provided upon advance payment.
- The event quote is divided into venue rent, production, decoration, and food charges.
- No refunds will be provided under any circumstances.

## 2. Cancellation/Date Alteration:

- - Date changes depend on availability and must be requested at least 1 month prior to the originally booked date.
- Revised dates must fall within 3 months of the original booking date. If not, the booking will be considered canceled, and the amount will not be adjusted or refunded.
- In the event of a cancellation, all amounts collected are strictly non-refundable, under any circumstances.

## 3. Inhouse Services Provided by The Grand Heritage Resorts:

- Security: The existing security system at the venue is provided without any additional charge.
- Housekeeping: Cleaning charges are all-inclusive in the package.
- Toiletries: Toiletries will be provided by the venue.
- Event management: The Resort has their own On-site event managers throughout the event and has their own on panel Caterers and decorators.

## 4. Event Services & External Vendors:

### \* External Vendor Rules & Responsibilities

- A per-day royalty of ₹25,000 is charged for outside decorators and caterers, and this is strictly non-negotiable.
- Any damages caused by external vendors, including decorators and caterers, will be the responsibility of the client as they have brought in the vendors. The costs for any such damages will be recovered from the client.
- The decorator is required to bring their own genset for their setups. The venue will not provide in-house electricity or genset for their use.
- No damage should be caused to the venue or its property during the event. Strict actions will be taken in case of any damages.

- The caterer is responsible for garbage disposal and ensuring adequate water supply for cooking and drinking during the event.

#### **\*Decoration Guidelines**

- The event flow and decoration sheet provided by the venue must be filled in by the clients and the management in the final meeting and the client must acknowledge it by signature to avoid miscommunication. This sheet will be shared with the external vendors and the venue management.
- All setups must be checked by the client prior to the scheduled event to ensure accuracy and prevent any issues on the event day.
- For elements dependent on manpower, such as chariots, dancers, livestock, bands, DJs, etc., fixed timings must be specified in the event and decor flow. These personnel will be available one hour prior to the event start and extended till one hour post-event. They must leave promptly after that due to other commitments.

#### **\*Catering Guidelines**

- A minimum guarantee of guests must be provided, and the full catering amount should be settled 15 days prior to the event.
- The final guest count must be confirmed 15 days in advance.
- In case the client utilizes fewer plates than the minimum guarantee, no refund will be provided for the difference in plate count.
- If the customer anticipates a significant increase in the plate count beyond the minimum guarantee, they must inform the management during the previous ongoing meal and settle the additional amount immediately. This allows the caterer to make provisions of raw material and labor accordingly.
- Failure to notify and settle the payment in advance will relieve the management and caterer of any responsibility if food runs out beyond the minimum guarantee, up to a buffer of 10 plates.
- A buffer of up to 10 additional plates may be accommodated for bookings of 100 or more guests.
- Before meals are served, a representative from the client's side should count the plates and verify if they match the minimum guarantee. This representative should also taste all dishes and sign the venue's format for acknowledgment.
- If the guest list exceeds the minimum guarantee, the representative will be required to confirm whether additional plates should be provided and specify the quantity.
- In case of additional plates, the entire amount must be cleared prior to the meals or, at the latest, prior to checkout.
- If the customer fails to settle the payment as required, strict actions will be taken, which may include withholding event services or imposing additional charges.

#### **\*General Vendor Terms**

- The venue has empaneled vendors for catering and decoration but assumes no liability for disputes or issues arising from their services. If the client wishes to have meetings with these vendors directly they can intimate the management of TGHR accordingly and we will arrange the meetings.
- The venue is not responsible for damages, losses, injuries, or inconveniences caused by vendors for catering, production, or other services.
- Food charges are non-negotiable, and rates for custom menus will be quoted accordingly.
- The customer is responsible for genset charges, which will be detailed in the quotation.
- The venue does not arrange or assume responsibility for transportation or related issues.

## **5.Venue Rules and Regulations**

### **1.Venue Timings**

- Check-in: 7:00 AM | Checkout: 11:00 PM
- The venue does not charge on an hourly basis; charges are calculated per day and night of stay.
- If the customer wishes to extend their stay, it will be subject to venue availability and must be confirmed with the venue managers. Additional charges will apply for extended stays.

### **2.Overstay Policy**

- If the customer exceeds the designated check-out time without prior approval, the venue reserves the right to shut down electricity and water supply to the premises.

### 3. Prior Check-in or Late Checkout

- Any request for early check-in or late checkout must be communicated in advance noted formally & should be approved by the venue in writing.

### 4. Event Flow Coordination

- It is the client's responsibility to ensure their event schedule aligns with the agreed check-in and check-out timings to avoid disruptions.

### 5. Venue Access

Clients have access only to the venues they have opted for, as specified in the quotation and official booking confirmation email.

If certain venues are not included in the booking, the resort reserves the right to conduct other events in those venues simultaneously.

Venues not booked will remain under lock and key, even if no other events are scheduled in them.

### 6. Music System Regulations

Music is allowed between 8:00 AM and 11:00 PM.

Post 11:00 PM, the venue reserves the right to shut down music systems to ensure compliance with noise regulations.

### 7. Room Key assignment & distribution

Keys for all the opted rooms will be handed over to the client's representative before the guest arrival to ensure a smooth check-in process.

The client has the option to display names of the assigned guests on the rooms, should they wish to do so.

In the event that any keys are misplaced or lost, the client will be required to settle a **₹500 charge per lost key before a duplicate key is issued.**

### 8. Valuables & Goods

\*The venue is not responsible for any loss or damage to valuables or personal belongings. Guests are advised to secure their belongings and ensure everything is accounted for before checkout.

### 9. Pet Policy

\*The venue is pet-friendly; however, pets are not permitted inside rooms or banquet areas. They can be accommodated in porches, patios, or designated outdoor spaces.

### 6. Damages:

- The client must inspect the premises prior to taking possession. Similarly, the venue is expected to be vacated in the same condition as it was handed over to them.
- In case of damage to property, the customer has to compensate the venue prior to checkout or legal action will be taken.
- The client will be fully responsible for all liabilities, including food or any damage to the building, carpeting, equipment, or other furnishings.
- Management is not responsible for any mishaps, natural calamities, or theft.
- The venue does not take any responsibility with regards to the weather during the event as it is an act of God, and it's the complete decision of the customer.

### 7. Legal Proceedings and Permissions:

- For DJ/Orchestra/Any musical arrangement, the guest has to arrange all valid licenses & permissions.
- All statutory permissions (police, sound, excise, etc.) will be the sole responsibility of the client. A copy of such permissions will have to be presented in the office before 3 days of the event.
- Consumption of alcohol, smoking, or spitting of paan, gutkha, and other tobacco consumption is strictly prohibited inside the premises as the venue does not hold the applicable licenses for the same.
- If caught consuming alcohol on the premises, strict action will be taken against the host, and necessary legal action will be taken.
- The management has the exclusive rights to restrict the entry of certain guests into the premises.
- If any sort of physical violence, abuse, riots, or fights occur on the premises, the management has the authority to take strict action against it, and legal action will be taken as well.

### 8. Financial and Goodwill Safety:

- Financial Liabilities:** Any financial liabilities incurred by the client or their guests during the event must be settled in full before checkout. This includes any damages, additional services, or penalties for breach of venue rules.
- Behavioral Conduct:** The client is responsible for ensuring that all guests adhere to the venue's rules and regulations. Any behavior that damages the venue's reputation or goodwill will result in immediate termination of the event and legal action if necessary.

- **Conflict Resolution:** In the event of a dispute between the client and any vendor, the client agrees to resolve the matter amicably. The venue management will not intervene in disputes between the client and vendors.
- **Non-Disclosure Agreement:** Any confidential information shared between the venue and the client must not be disclosed to third parties without prior written consent. This includes financial details, personal information, and event specifics.
- **Public Statements:** The client agrees not to make any public statements that could harm the reputation of The Grand Heritage Resorts. Any grievances should be addressed privately and professionally.

**9. Compliance with Laws:**

- The client agrees to comply with all local laws and regulations related to the event.
- The client should also comply with the above policies or else necessary legal actions will be taken .

**10. Photography and Marketing:**

- The Grand Heritage Resorts reserves the right to use photographs and videos of the event for marketing purposes unless otherwise specified by the client.

**IMPORTANT NOTE**

- Any changes to the quotation or elements related to venue, catering or decoration must be made in writing and signed by both parties 15 days prior to the event and post that no changes will be accepted

-A separate document i.e. Event flow, Catering decor flow will be made stating the venues taken and the events that will be taking place in those along with the catering menu for all days and the decor.

-Incase of weddings the client should present the ID proof of both the groom and bride and incase of other events ,ID proof of the person who is booking the venue.

-This agreement is binding upon both parties ,i.e. the client and the resort management.

**By signing below, the client agrees to the terms and conditions outlined in this undertaking.**

**Client Name:** \_\_\_\_\_

**Type of Event:**\_\_\_\_\_

**Date of Event:** \_\_\_\_\_

**Special notes for this event:** \_\_\_\_\_

**Signature of client(rep 1):**\_\_\_\_\_

**Signature of client(rep 2):**\_\_\_\_\_

**Signature of Grand Heritage Resorts Representative:** \_\_\_\_\_

(Flow of the event, Food menu and Decoration should be attached below along with signatures)