



# SERVICE LEVEL AGREEMENT 2026

**Thank you for booking with us.**

PLEASE ENSURE THAT YOU HAVE READ AND UNDERSTOOD ALL TERMS AND CONDITIONS  
BEFORE CONFIRMING YOUR EVENT WITH US.

**\*\*please note that this document needs to be signed and sent together with  
your deposit payment as confirmation\*\***

We look forward to hosting your event with us!

# Payment terms:

Due to the limited booking space available and the extensive preparation for all functions, the following reasonable terms are applicable:

- **TO CONFIRM your booking, we require a 50% deposit of the entire quote/invoice upon confirmation.**
- Clearly state your Quote/Invoice number as a reference when making an EFT payment.
- Failure to do so will result in a delay in your booking confirmation.
- **FINAL PAYMENT OF YOUR INVOICE NEEDS TO BE SETTLED NO LATER THAN 5 DAYS BEFORE YOUR EVENT.**

## PLEASE NOTE:

- **Venue areas cannot be held on verbal confirmation and are assigned strictly on a first-pay basis.**
- If you require a specific venue area, please contact us to confirm availability before paying your deposit.
- **Groups for less than 15 pax can only book for a day event and in our Breakfast or Garden area.**
- All quotes not confirmed, and deposit paid, will be released from our system within 7 days.
- Final numbers, menu selections and set up requirements needs to be done 1 WEEK before the event.
- Please take note that we cannot guarantee the Create Conference Hall for functions less than 40pax. This is our largest function venue area and preference will be given for groups of 40 pax or more, even though we work on a first pay basis.
- Please take note that we cannot guarantee the Create Cafe for functions less than 18 pax. This is our most popular venue area and preference will be given for groups of 20 pax or more, even though we work on a first pay basis.
- No telephonic changes to the booking will be accepted and all communication needs to be in writing via email or WhatsApp.

**Please note: A booking will only be confirmed once the deposit amount or the full quote/invoice amount has been paid and by doing so, you agree to all our terms and conditions stipulated in this document.**

# Cancellations and postponement:

## POSTPONEMENT:

A postponement is a movement of a date within 6 months of when it was originally booked for. If the event is moved to a new financial year (from 1<sup>st</sup> of March each year), price increases will be applicable.

This fee will be added to your invoice.

- **14-21 days prior to event:** 100% of your venue hire fee. (Excludes catering)
- **8-13 days prior to event:** 50 % of the value of the last invoice sent.
- **0-7 days prior to event:** 85 % of the value of the last invoice sent.
- **No refund will be given if event is postponed and then cancelled.**

## CANCELLATION:

- **CANCELLATION FEE:** 8-21 days prior to event: 50% of the last invoice sent.
- **CANCELLATION FEE:** 0-7 days before the event: 100% of the last invoice sent.

**Please note that no refund will be given for any cancelations or reduced numbers within 3 days of your event. The credit can be utilised towards the bar**

# Risk, loss and damages:

- Alpine Attitude, its employees or any person employed by the company will not be held liable for any loss or injury to persons, due to negligence or any other cause whatsoever.
- Alpine Attitude will not be liable for loss or damage to any property whatsoever.
- Alpine Attitude does not accept liability for loss or damage of any item.
- Any valuable items left behind after an event will only be kept for 6 months after which it will be donated.
- Right of admission is reserved.

## Venue hire: 5-hour slot

|                                                                |          |
|----------------------------------------------------------------|----------|
| VENUE HIRE (15-29 GUESTS)                                      | R 4 500  |
| VENUE HIRE (30-59 GUESTS)                                      | R 5 500  |
| VENUE HIRE (60-80 GUESTS)                                      | R 6 500  |
| VENUE HIRE (81-150 GUESTS) : Create Conference and Create Café | R 15 000 |
| EXCLUSIVE VENUE HIRE : Use Of All Venues                       | R 30 000 |
| EXCLUSIVE VENUE HIRE : Create Conference and Create Café       | R15 000  |

## Venue coordinator:

Our venue coordinator is here to ensure your event runs smoothly **from the venue's side**. Their role focuses on venue operations, setup, logistics, and all internal processes. They do not act as a full wedding planner but will assist with all venue-related requirements.

### What Our Venue Coordinator Handles:

- ✓ Hosting site visits
- ✓ Responding to venue-related queries during office hours
- ✓ Managing catering arrangements
- ✓ Providing venue information and preparing standard quotations
- ✓ Handling venue hire administration
- ✓ Overseeing venue staff (waiters, bar staff, cleaners etc)
- ✓ Ensuring the venue setup matches the agreed layout
- ✓ Managing venue facilities (power, bathrooms, timings, access, etc.)
- ✓ Controlling supplier access and ensuring venue rules are followed
- ✓ Setting up items provided and quoted by the venue
- ✓ Ensuring smooth operation of the event from the venue's perspective

### What Our Venue Coordinator Does *Not* Handle:

- ✗ Décor planning or design consultations
- ✗ Creating or managing the full event timeline
- ✗ Coordinating supplier deliveries or schedules
- ✗ Setting up décor or items provided by external suppliers
- ✗ Assisting with client décor setup
- ✗ Directing the bridal party
- ✗ Managing speeches, entrances, music cues, or ceremony procession
- ✗ Designing seating charts or stationery
- ✗ Full wedding-day coordination or planner duties

# Site visits:

- All site visits must be arranged **strictly by appointment only**
- Due to the nature of our operations, **walk-in viewings are not permitted**.
- Please respect the time allocated for our coordinators and other scheduled site visits. If you are running late, kindly inform us. Late arrivals may shorten your viewing time, as the coordinator must still attend to the next appointment.
- Viewings are available **Monday to Saturday during office hours**, subject to venue availability. After your initial site visit, you may schedule **up to two (2) additional visits** with the venue coordinator, each limited to **45 minutes**.

## Additional Site visits, Mock Set ups etc:

- **Additional site visits:** R500 per visit, limited to one (1) hour.
- **After-hours visits (After 17h00 and Sundays):** R250 extra per visit, limited to one (1) hour
- **Mock setup walk-through** (A preview of the venue's quoted setup *excluding catering and décor*): R1 000 – R5 000, depending on the complexity.

## Décor:

### What is included in the venue hire / what we supply:

- Tables (round or long, cocktail tables, buffet table or wooden)
- Chairs (white plastic or black padded)
- Crockery (white plates)
- Cutlery (silver knives, forks, and spoons)
- Glassware (wine glass, champagne glass, and water glass)
- Table linen (black, white or beige for long table only)
- Napkins (black, white, stone or sage depending on the pax)
- Set up of the above
- Please note that we do not set up hired decorations

### Requirements for External and Client-Supplied Décor:

- No notices, signs, fixtures or fittings of any nature whatsoever shall be affixed to any wall, partition, ceiling, rail or floor without the written consent and approval of management.
- No confetti, glitter, scatter stars/numbers/letters or polystyrene balls may be utilized within our venues or grounds.
- All décor, including balloons, needs to be removed from the premises.
- Please ensure that your décor company is aware that all items need to be removed from the venue either straight after the event, for day functions, or the next day between 06h00-08h00 for evening events, unless otherwise communicated. They will need to communicate with us, directly, regarding the breakdown and removal of items. Companies needs to supply their own ladders and extensions where required.
- Décor companies are required to clean up after their event set up and dispose of their own trash.
- A fine of R1000 will be applicable for décor not removed by 08h00 the following day for evening events. Décor will not be released before fine is paid.
- We do not take any responsibility for any loss or breakages.

# Function/Events & cut off times:

## Afternoon functions: venue available from 10h00-15h00.

- Venue is available for a maximum period of 5 hours from the start time of your welcoming of guests, where after an overtime rate of R1500 will apply per hour and no later than 17h00 departure.
- Max 2 hours are allowed to be added
- **No extra time will be allowed for late arrival of guests or late running of event agenda.**
- Venue is available from 07h00 for set up on the day of the event.
- If the venue has not been booked the night before, set up can start on the day before the event from late afternoon, and pre-arranged with management.
- Bar closes strictly at 15h45 and last rounds called at 15h20.

## Evening functions: venue is available from 17h00-22h00

- Venue is available for a maximum period of 5 hours from the start time of your welcoming of guests, where after an overtime rate of R1500 will apply per hour and no later than 23h00 departure.
- Max 1 hour is allowed to be added
- **We do not allow or cater for all night parties or events.**
- **No extra time will be allowed for late arrival of guests or late running of event agenda.**
- **Dessert will be served no later than 21h00.**
- Venue is available from 07h00 for set up, on the day of the event. If the venue has not been booked the night before, set up can start on the day before the event from late afternoon, and must be pre-arranged with management.
- Last rounds at the bar will be called at 21h30 and closes strictly at 21h45. Overtime after 21h45 can be authorized but an additional rate of R1500 will be charged thereafter, with last round called at 22h30 and bar closes at 22h45
- Last song is at 21h50 and music needs to be off strictly at 22h00, as a courtesy to our other guests, when guests need to depart and venue to be vacant no later 22h30.
- Waiters & bar attendants cut off time are at 22h00, thereafter an overtime rate of R150,00 per waiter and R200,00 per Barman will be charged.
- Overtime charges must be paid in advance or at time of request. If not paid no overtime will be allowed.

## Bar:

- We are a cashless environment. No cash whatsoever is accepted.
- All drinks to be paid on order with a card. Main accounts and extras to be settled on departure.
- **Cash/standard Bar:** guests pay for their own drinks per order. (only cards are allowed)
- **Main Account:** Bar limit needs to be pre-arranged, 5 days before the event, along with groups drinks list and what are they allowed to order on the main account.
- There will be a fixed 10% service fee on a group bar account.
- Waiters are assigned to take drinks orders.
- Special bar set ups must be pre-arranged: Gin bar, wine bar etc
- **Strictly NO outside alcohol is allowed to be brought onto the property and consumed on our premises and/or from vehicles. This included, ciders, beers, hard tac, shooters etc.**
- **NO unopened alcohol will be given from our bar.**
- **The above is against our liquor licence and terms and conditions.**
- **If it is found that drinks are consumed that has not been purchased from our bar, management has the right to end the event with no refunds.**
- A R150.00 corkage fee will be applicable for 750ml wine and sparkling wine **ONLY**. This is limited to x2 bottles per 10 guests, and pre-arranged. **This does not include Champagne (Moët & Chandon, Veuve and similar) as this can be pre-ordered from the bar 2 days before the event.**

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- Any corkage bottles need to be dropped off at the venue the day before the event to ensure bottles are chilled.
- **If guests are found to be too intoxicated, management has the right to refuse service or ask guests to vacate our premises.**
- **Should the guest or guests involved refuse to leave a security company or the SAPS will be called in and any costs incurred will be for the booking Company or persons' account.**

## OTHER CONDITIONS:

- No food may be brought onto the premises apart from a cake at no additional cost. **We do not allow any self-catering.** Catering and drinks from the hotel are compulsory.
- **No take aways are allowed**
- **A 10% service fee** (on food and beverage) will be added to all quotes which is divided between all staff involved in ensuring your event runs smoothly (grounds staff, cleaners, kitchen staff, waiters, trainees etc)
- We do not offer special catering such as platters or custom, cheaper menu options.
- **Our kitchen works with the strict times given by the clients prior to the event. Food will be served according to times agreed beforehand.**
- **No changes will be accepted during your event and food will be served as agreed upon.**
- We want to ensure all events run as smooth as possible and that guests enjoy the event fully. Therefore, we ask that you and your guests please respect other events with regards to mealtimes, space, noise, and photos.
- Kindly ensure that your guests do not wander between the venue areas.
- **If any guests are found to be disrespectful towards our staff or other guest, management has the right to ensure the guest/s vacate the property with immediate effect and/or event stopped with immediate effect with no refund.**
- As we are in a residential area and have other inhouse guests; strictly no loud music / noise in the event areas or accommodation rooms after 22h00 is allowed. Please respect our neighbours and other guests.
- All music played at Alpine Attitude, whether through personal devices, a DJ, or live entertainment, must be licensed in accordance with the Copyright Act 98 of 1978. It is the guest's responsibility to obtain the necessary license and/or ensure that any entertainers hired have the appropriate licensing in place.
- **If accommodation is booked for events up to 18<sup>st</sup> birthday celebrations, a refundable deposit of R3000 will be charged to cover breakages, special cleaning fees (carpets, bedding etc) and any damages to the property.**
- **Parental supervision is required for birthdays up to 21st celebrations**
- Any damages and breakages that occur during the event, in our venues, public spaces and in our rooms will be charged accordingly to the main account. This includes any missing items and any special cleaning fees (carpets, bedding etc.)
- **Guests not staying over needs to depart when the function has ended and are not allowed to continue the celebrations in the rooms/apartments with the guests staying over.** Our onsite night shift controls the premises.
- **If accommodation is booked, no alcohol is allowed to be brought into the rooms due to guests consuming drinks in the rooms during events.**
- Guests staying over needs to respect other guests. No gatherings in the rooms to continue the celebration after 22h00 as this is against our accommodation policy.
- Please visit the venue prior to your event to finalise menus, set ups, dietary requirements etc. - with management.
- No changes can be made regarding set up or menu on the day of the event.
- Final attending numbers and menu options are required 5 days before the event. No refunds/discounts will be given for guests not arriving.
- If any of your suppliers will be present for the duration of the event, please make arrangement with us for food as they need to be included in the catering. Also inform them that no outside food and drinks are allowed.
- A head count will be done on the evening and any additional guests will be charged the full price.

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- Only guests that have been catered for are allowed on the property. We do not allow guests to have drinks at the bar only.
- Children 3-12 years of age, pays 50% of the private package pricing.
- Kids menu (3-9 years) available as part of your event
- Teen catering (10-16 years) packages, for birthday celebrations are available on request.
- Adult packages are applicable for children birthday celebrations.
- Any extras on the day needs to be settled on departure

## STANDARD TERMS AND CONDITIONS

By signing the below, you accept that:

1. I/we agree that these Terms and Conditions apply to all functions, occasions, and transactions.
2. I/we agree that, by signing these Terms and Conditions, I/we and the entity we represent (if applicable) accept the Terms and Conditions.
3. I/we acknowledge that, if I/we sign on behalf of an entity, I/we have the full authority to do so.
4. If I/we sign, I/we will be jointly and severally liable with the entity on whose behalf I/we sign for all debt due to ALPINE ATTITUDE arising as a result of this transaction.
5. Any date or venue change/s will be considered a cancellation of the function and will be subject to the sole and absolute discretion of ALPINE ATTITUDE management.
6. No telephonic changes to the booking will be accepted and all communication needs to be in writing via email or WhatsApp.
7. I/we agree that ALPINE ATTITUDE or any agent, employee or contractor will not be liable for any loss/injury or damages on my/our side.
8. I/we agree that all the Rights of ALPINE ATTITUDE are always protected and reserved during the whole process of this transaction.
9. I/we agree that any part of this agreement will only be changed in writing.
10. I/we acknowledge receipt of the standard terms and conditions, which I have read, were given the opportunity to consider and understand fully.
11. I/we agree that I will be liable for charges when applicable as stipulated in the standard terms and conditions.
12. I/we confirm that I enter into this agreement out of my own free will, without any undue influence or duress being applied to me.

SIGNED AND ACCEPTED:

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

Date of Function: \_\_\_\_\_

Signature: \_\_\_\_\_

Date signed: \_\_\_\_\_