

KCC - La Vie en Rose  
2019 Function & Events  
Terms & Conditions

Thank you for showing interest in hosting a function at KCC - La Vie en Rose.

The following is a concise summary of who we are & how we manage our functions to ensure all your expectations are met and your guests are well taken care of.

Our Terms and Conditions change regularly because we continue to experience new challenges and endeavor to ensure we cover all our bases so that your time spent here is the wonderful experience you envisage.

We are not only professional and very experienced. At hosting functions and events, we are also extremely flexible and will always try to assist you where possible. We therefore urge to please discuss any concerns or queries which you may have with us. Thank you.

## THE TEAM

- 📞 Functions & events manager – Carol 011 268 6144 | [info@lavieenrose.co.za](mailto:info@lavieenrose.co.za)
- 📞 General Manager – Tasha Cohen
- 📞 Front of house management team – Amanda Gumede | Ricky Ncube | Pitso Ncube
- 📞 Menus, food styling & adjustments – Rony Muller 073 661 5284 | [rony@lavieenrose.co.za](mailto:rony@lavieenrose.co.za)
- 📞 Costing & financials – Rony Muller 073 661 5284 | [rony@lavieenrose.co.za](mailto:rony@lavieenrose.co.za)

## GENERATOR

- 📞 We are proud to say that we own a Generator. This ensures that we continue to operate as normal during the unfortunate event of load shedding.

## CONFIRMATION, DEPOSIT & GUEST NUMBERS

- 📞 For all functions of less than 50 guests, a 50% deposit of your proposed food bill is required to confirm your reservation, which will be deducted from your final bill on the day.
- 📞 For all functions of more than 50 guests, a 100% payment of your proposed food bill is required to confirm your reservation, which will be deducted from your final bill on the day. If this sum exceeds the total of your final bill once your guest count is confirmed, we will refund you the balance within 7 days after your function.
- 📞 Cash deposits incur unnecessary bank charges. It would therefore be much appreciated if an arrangement is made to either make payment directly with us at KCC La Vie en Rose or alternatively arrange a bank transfer of the funds.
- 📞 Proof of payment is to be emailed to Carol ([info@lavieenrose.co.za](mailto:info@lavieenrose.co.za)) with a signed copy of this document.
- 📞 Only once proof of payment has been received will your reservation be confirmed.
- 📞 We prefer to work on the maximum number of guests when planning for your function but only require final guest count seven days before the function.
- 📞 We unfortunately cannot change the final guest numbers less than seven days before the function and will cater and charge for the final guest numbers confirmed, even is less than the expected number of guests arrive on the day, however if there are more guests that arrive than expected we will charge accordingly.

## TIMING

- 📞 Being a very busy restaurant as well as being weather dependent, KCC - La Vie en Rose can unfortunately only allow three hours for reservations for Breakfast, Brunch or Lunch. We believe from nine years of hosting functions at La Vie en Rose, that this is more than enough time to have a wonderful function.
- 📞 The three-hour timing also ensures your tables are ready for you when you arrive after another function.
- 📞 Every effort will be made to ensure your reservation table/s are ready with enough time for you to add the necessary décor, however we will only guarantee your table/s are ready at the time of your reservation.
- 📞 We offer a 30-minute set up time before your function start time but again this is only possible when the functions before yours have honoured their timing. Our team are very capable & will assist you to ensure your table/s are ready in time.
- 📞 Please discuss with us if you feel more time is needed and we will make every effort to accommodate you.
- 📞 We have had problems in the past with guests not arriving at their booking time & then feeling rushed when their designated three-hour timeline has ended. Please request your guests to arrive on time so we can manage all of our function reservations professionally.
- 📞 If not all your guests have arrived 30 minutes after your start time we will remove unused tables & chairs to accommodate other guests.

### THE BILL

- 🍷 The balance of the bill must be settled on the day of the function by cash or credit card.
- 🍷 If you would prefer to EFT the balance of the bill, please discuss with Carol or Tasha during planning so this can be arranged.

### SERVICE FEE

- 🍷 To ensure your relaxation and comfort during any function, waitrons are employed to attend to your every need (within reason) and a service of 12% will be added to your final bill for all food, drinks and for the waitrons taking care of you on the day
- 🍷 Should you feel the service is deserving of a higher gratuity, please feel free to increase it?

### LIFE IN PINK

- 🍷 La Vie en Rose literally means Life in Pink and our space is complimented with gentle hints of pink throughout.
- 🍷 For Breakfast, Brunch or Lunch functions, your table/s will be set with white tablecloths, cutlery wrapped in pink/blue ribbon on side plates & champagne flutes / wine glasses with pink/white serviettes.
- 🍷 For Dinner functions, your table/s will be set with cutlery on KCC - La Vie en Rose branded napkins, wine glasses & candles.
- 🍷 We provide either pink or blue ribbon. Alternatively, you are more than welcome to decorate your function table with any other décor; flowers, candles, balloons, etc. to add to the festivities.
- 🍷 We do not allow Confetti as it is impossible to clean up and is bad for the environment. We recommend balloons, serviettes & flowers.
- 🍷 Inside the restaurant we have wooden dado-rails as well as glass and aluminum doors which you can use to hang bunting, etc. We do not allow prestik or sticky-tape on the painted walls as this peels off the finish.
- 🍷 Whilst every precaution will be taken to ensure the safeguarding of your belongings, KCC La Vie en Rise will not be held liable for loss or damage to any property or suppliers property whatsoever (décor, props, valuables etc). We recommend that all personal and valuable property be removed directly after the function
- 🍷 We use a wonderful events company called Memory Lane Creations to personalise your special function, please contact Moran Ezerzer on 078 579 8569 / [memorylanecreations70@gmail.com](mailto:memorylanecreations70@gmail.com) should you require décor.

### MENU

- 🍷 Attached are the menu options we have created to simplify the planning process; please feel free to change the menus to best suit your theme, your guests and your budget as our menu's are interchangeable to accommodate your personal requirements
- 🍷 Our Buffet menus (Brunch, Lunch, Dinner, High Tea & Canapé) cater for a minimum of 15 guests
- 🍷 Menu prices remain subject to change due to economic factors or unforeseen circumstances which may arise during the course of the year
- 🍷 Please discuss your menu requirements with Carol or Tasha leaving enough time to plan properly. We are unfortunately not able to make changes to your confirmed menu less than seven days before your function.
- 🍷 Should there be any need for outside catering such as Kosher or Halal food, you are more than welcome to bring this in and a R60.00 surcharge will be added to your final bill, per person not eating from the KCC - La Vie en Rose menu.
- 🍷 We allow outside catering for a maximum of 10% of your function guests.
- 🍷 We have a wonderful team of bakers who can create any cake you can imagine; please send us images of a cake you would like and we will quote accordingly.
- 🍷 You are more than welcome to bring in your own cake as long as you are not replacing items on our menu.
- 🍷 Should you wish to reduce our menu to bring in your own cake we will charge a R250.00 surcharge, limited to one cake per reservation.
- 🍷 No other food may be brought into the venue.

### SET MENUS

- 🍷 Set menus are offered for tables larger than 14 guests and of no more than 20 guests.
- 🍷 The set menus are to allow larger tables to have a choice of what they would like to eat without putting too much pressure on the kitchen and without making your guests wait too long for their meal.
- 🍷 Set menus are limited to five options and no changes will be allowed when placing orders as this unfortunately makes the kitchen process take longer and defeats the purpose of the set menu.
- 🍷 If less than the reserved number of guests arrive for a set menu function, we will charge a R 50.00 no-show fee per person; please contact us at least six hours in advance to let us know if your reserved number of guests has changed.

## BAR

- ☞ Please specify how you would like the bar tab managed; i.e. open bar, cash bar or limited bar.
  - *Open Bar* – guests can order anything to drink on your account.
  - *Cash Bar* – guests pay for everything they order to drink.
  - *Limited Bar* – guests can only order those drinks that you have specified on the Bar List, anything else ordered will be charged for directly to the guest or not served at all.
- ☞ The Bar List is attached, please mark the beverages you would like charged to your account and provide us with a budget amount.
- ☞ We will keep you informed of the bar tab throughout the function at pre-determined intervals.
- ☞ Any changes to the Bar List must be done in writing.
- ☞ We do not allow for corkage as we are able to bring in any product you would prefer. Please discuss with Carol or Tasha
- ☞ Bar prices are subject to change without notice.

## ENTERTAINMENT

- ☞ As Killarney Country Club is in a residential neighbourhood, any entertainment cannot disturb the peace.
- ☞ We allow additional entertainment depending on when the function is taking into consideration how it may affect other patrons in the restaurant. This includes a microphone for speeches, DJ's and performers, i.e. saxophonist, etc.
- ☞ All entertainment must be inside the restaurant as the noise in the garden travels and this disturbs our neighbours.
- ☞ If you have entertainment, you must have the inside area exclusively or the entire restaurant exclusively so as not to disturb other guests.
- ☞ All entertainment must be turned off by midnight on weekends and 10:00pm on weekdays, as per City of Joburg by-laws.
- ☞ No fireworks, live animals or hooting is permitted at the Killarney Country Club
- ☞ If you would like entertainment, please discuss with us so we can guide you on how to best proceed.

## WEATHER

- ☞ KCC - La Vie en Rose has a large outdoor area where most functions prefer to be seated if the weather allows; unfortunately, the weather plays a crucial part in the planning of functions.
- ☞ Should the weather not be ideal for outdoor seating we will ensure that your function is accommodated inside the restaurant.
- ☞ Please note. When functions are hosted indoors due to the bad weather we become a much smaller space and therefore, the number of tables and the number of guests per table may change to ensure we can accommodate everyone.
- ☞ Many functions require additional tables for their theme such as gift table, welcome drinks table, games table, sweets table & the self-service tea & coffee station table however if the weather changes and we arrange your function inside there will unfortunately not be any space for the extra tables and these may have to be done directly on the guests' tables.
- ☞ KCC - La Vie en Rose will not be held responsible for the weather.

## EXCLUSIVITY

- ☞ The exclusive use of the venue will incur a fee depending on the day / night required and the number of guests.
- ☞ We only allow exclusivity for 80 or more guests as the venue is too large to benefit smaller groups.
- ☞ Please discuss in more detail with Carol and Tasha

## RIGHT OF ADMISSION / RISK / LOSS / DAMAGE

- ☞ Killarney Country Club La Vie en Rose has the right of admission reserved and can remove anyone for unruly behavior, disturbing other guests or being disrespectful to the team.
- ☞ While every measure will be taken to ensure the safeguarding of your property, KCC - La Vie en Rose and / or it's representatives will not be held responsible for any loss or damage to any property or injuries caused to anyone whatsoever.
- ☞ Killarney Country Club is a private club and the club facilities are strictly for members only; even though KCC - La Vie en Rose is open to the public, guests who are not Killarney Country Club members may not make use of the Killarney Country Club facilities, this includes the swimming pool, tennis courts, gym, squash courts, golf course, bowls greens and/or any other facility not listed above.
- ☞ Any damages to Killarney Country Club's property caused by guests or sub-contractors not employed by KCC La Vie en Rose will be charged accordingly. The cost or repair/replacement is to be settled in full immediately upon presentation of a quote issued by a reputable service provider as may be required to repair/replace damaged property, without recourse to KCC La Vie en Rose or its management or employees
- ☞ KCC La Vie en Rose will not be held responsible for any death, loss or injury incurred at the KCC La Vie en Rose Venue

- ☉ KCC La Vie en Rose does not take responsibility for any death, loss or injury to children. Children are the responsibility of their parents and/or caregivers. Supervision should be organized by the guest/s
- ☉ KCC La Vie en Rose will not be held financially responsible for any death, loss or injury
- ☉ KCC La Vie en Rose does not take responsibility for any loss or damage to vehicles on the property

#### CANCELLATIONS

- ☉ Cancellations must be done, in writing, at least two weeks prior to the function.
- ☉ Any cancellations made for functions of less than 50 guests, less than two weeks prior to the booking date, will forfeit the deposit paid.
- ☉ Any cancellations made for functions of more than 50 guests, less than three weeks prior to the booking date, will forfeit 30% of their payment made.
- ☉ In the event of non-payment of the deposit, KCC - La Vie en Rose is entitled to cancel a provisional booking without notice or liability
- ☉ The final number of guests confirmed 7 days before the event will be the number charged for unless attendance is greater.
- ☉ KCC - La Vie en Rose reserves the right to cancel any booking forthwith and without liability on its part in the event of any damage to, or destruction of the venue by fire, shortage of labour, strikes, industrial unrest, or any other cause beyond the control of KCC - La Vie en Rose, which shall prevent it from performing its obligations.
- ☉ The client must confirm all changes and cancellations in writing.

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#### ACCEPTANCE OF TERMS AND CONDITIONS

- ☉ KCC La Vie en Rose reserves the right to not continue service delivery if the terms and conditions are not signed in acceptance of the service delivery outline
- ☉ You hereby confirm that you have read and understood the general terms and conditions and hereby agree to abide by the terms and conditions as set out in the KCC La Vie en Rose General terms and Conditions Document as referenced above and hereby binds yourself in your personal capacity as surety for all monies owing, arising from this agreement
- ☉ Please initial each page, complete your details below and return to Carol or Tasha with your proof of deposit payment confirmation.

I \_\_\_\_\_ identity number \_\_\_\_\_ confirm that I have read & understood the general terms & conditions as set out in this document & hereto bind myself in my personal capacity or on behalf of my company, where this is a company function, for the company, \_\_\_\_\_, for all the monies owing, arising from this agreement.

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

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

Company Name (if applicable): \_\_\_\_\_

Cell phone No.: \_\_\_\_\_

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