

## Contractual Terms and Conditions Agreement 'Social Event Bookings'

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 avoid misunderstanding and confusions during 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.

JRCC may amend these terms and conditions from time to time, and any changes to them without our prior written consent shall not be binding upon us.

If you have any questions, please contact the person handling your booking for further information.

### 1. Intent

Al Jawaher Reception & Convention Centre (JRCC) is a registered and fully-commercial hospitality business under the patronage of Her Highness Sheikha Jawaher Bint Mohammed Al Qasimi, wife of the Ruler of Sharjah. The purpose of this document is to regulate the general contractual terms and conditions governing all booking and reservation services with JRCC. All bookings and products are subject to availability and JRCC reserves the right to decline any booking or purchase or rental of a product at its discretion. The Client shall ensure to accept these Terms and Conditions and the Client shall fully and effectively indemnify JRCC from and against all and any actions, costs, claims, losses, damages, demands or expenses arising directly or indirectly out of, or in connection with this Agreement.

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.

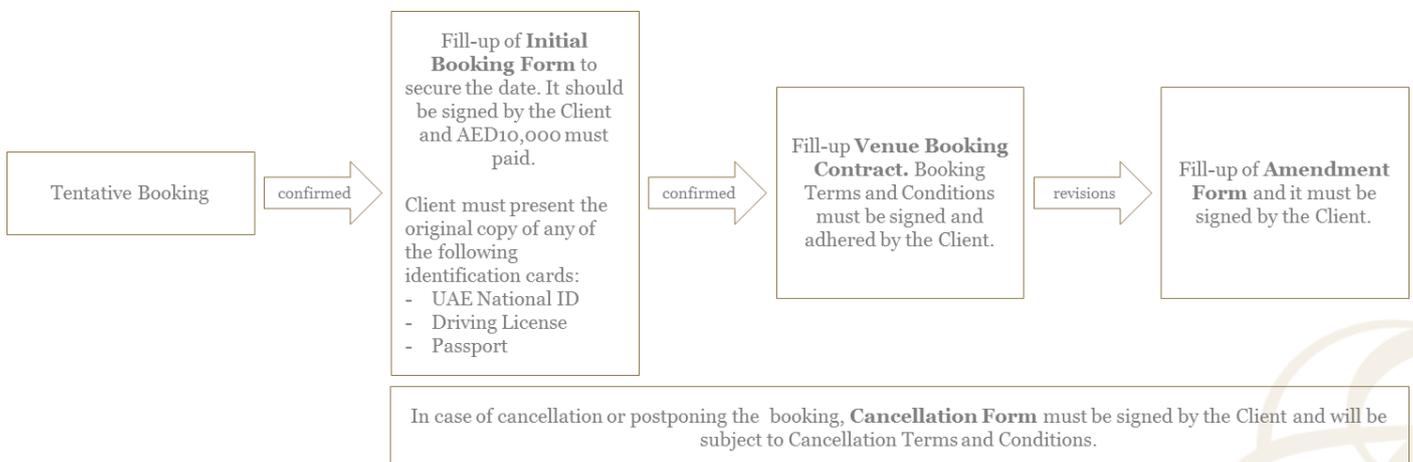
### 2. Governing Law and Jurisdiction

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.

### 3. General Booking Information

- Minimum spending amount every weekday (Sunday, Monday, Tuesday, and Wednesday) is AED55,000 which can be consumed on food, beverages, and in-house facility rentals;
- Minimum spending amount every weekend (Thursday, Friday, and Saturday) is AED75,000 which can be consumed on food, beverages, and in-house facility rentals;
- Menu charges are based on standard seating arrangement of 10 persons per table. In case of changing the arrangement, additional charges will be applied;
- All conference and banqueting prices are quoted in UAE Dirhams, subject to 8% Service Charge unless otherwise stated. JRCC reserves the right to apply any additional fees imposed due to additional banqueting equipment e.g. tables, chairs, cutlery, etc. requested during the event time, not including additional food and beverages.

### 4. Booking Process



**5. Confirmation and Deposit**

- a. All bookings are subject to acceptance by JRCC and confirmation of such acceptance will be done only by signing the written contract;
- b. JRCC will only accept written or electronic verifications and notifications relating to all the bookings inquiry, confirmation, amendments, and cancellations;
- c. Charges are based and quoted as per the guaranteed number of attendees and the corresponding requirements mentioned in the final contract;
- d. 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;
- e. Bookings are deemed confirmed once a signed Initial Venue Booking Agreement and deposit have been received;
- f. In the event that any of the payments missed the deadline, JRCC has the right to cancel the booking and/or the Client will be charged a penalty of AED100 per day after the deadline, with the total penalty amount shall be included in the next due payment;
- g. Booking Contract and Banquet Event Order (BEO) must be finalized 30 days before the event date. Failure to do so, the Client will be charged a penalty of AED100 per day after the deadline which will have to be paid by the Client prior to the event date, otherwise, it be automatically deducted from the Insurance;
- h. If the Venue is required in advance for set-up prior to the event date, the Client shall be charged accordingly;
- i. All payments must be paid in Cash, Bank Transfer, or by Cheque addressed to 'Al Jawaher Reception & Convention Centre';
- j. In the event of paying by credit/debit cards, only VISA and MASTERCARD are accepted and the maximum limit is AED25, 000 of the total bill.

**Payment Terms**

Terms	Deadline	Amount	Notes
Initial deposit for tentative bookings	121 days and above prior to the event date	AED10,000	<ul style="list-style-type: none"> <li>- For confirmed bookings, this deposit will be deducted from the total bill;</li> <li>- This deposit can only be refunded if the booking is cancelled or postponed 121 days and above prior to the event date</li> <li>- If the event is cancelled or postponed less than 120 days before the event date, then this deposit is considered non-refundable or transferrable</li> </ul>
1 <sup>st</sup> Advance Payment	91-120 days before the event date	40% of the total bill	
2 <sup>nd</sup> Payment	30-90 days before the event date	60% of the total bill	Additional orders that are not included in the final Booking Contract shall be included in the Final Payment

**6. Insurance**

- a. An appropriate insurance coverage amount should be obtained by the Client to indemnify the Venue against any damages that might arise as a consequence of this event. The Client shall pay an insurance rate of AED5,000 to JRCC upon booking confirmation. This deposit is refundable if there are no records of damages after the event. Insurance will be refunded to the Client two weeks after the event date, every Monday and Wednesday from 10:00am – 4:00pm. JRCC shall notify the Client when the Insurance Deposit is ready for collection.

**7. Booking Amendments**

- a. Bookings cannot be amended unless agreed between authorized representative of JRCC and the Client and by signing the Booking Amendment Agreement;
- b. 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;
- c. JRCC will only cater to the confirmed guaranteed number of guests mentioned in the Booking Contract. Catering to last minute additional attendees is subject to the availability of the food which will be confirmed only after catering to the specified guaranteed number of guests. The Client shall be charged as per the selected menu amount for every additional guest;
- d. 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:
  - Accepting the changed arrangements
  - Purchasing another booking with JRCC and paying or receiving a refund in respect of any differences
  - Cancelling the booking and receiving a refund of payments made subject to the cancellation policies

**8. Cancellation and Postponement Policies**

- a. Postponing or changing the date of the confirmed booking shall be considered as cancelled booking and will be subject to cancellation terms and conditions;
- b. In case of cancellation of bookings paid through Visa or MasterCard, an additional transaction Bank handling fee of 2.25% will be applied from the total amount paid;
- c. If any payment under these terms and conditions is overdue, then without prejudice to our other rights and remedies JRCC may cancel the Booking and/or may suspend the supply and/or deliveries of any other services being provided to the Client by JRCC;
- d. All cancellation/postponement notifications must be in writing by filling the Booking Cancellation Form provided and by the same person whose signature is on the last contract.

**Cancellation or Postponement of all Social Events such as  
Wedding, Engagement, Private or Personal Parties, Private Gatherings, etc.**

Cause/Notice	Cancellation charges are based on the notice period. Charge percentages will be calculated from the total booking price.				
	60-90 days	30 - 59 days	21-29 days	0-20 days	
Divorce (Upon presenting a certified UAE court corresponding document)	0%	25%	50%	100%	
National Service of Groom (Upon presenting a certified UAE Military Department Document)	0%	25%	50%	100%	
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	0%	25%	50%	75%
	Of Direct Family (Mother, Father, Siblings)	0%	25%	50%	100%
	Of 1 <sup>st</sup> Extended Family (Aunts, Uncles, 1 <sup>st</sup> Cousins)	10%	30%	75%	100%
	Of 2 <sup>nd</sup> or more Extended Family	20%	50%	75%	100%
Death: (Upon presenting a UAE Preventive Medicine Department Death Certificate)	Of Bride or Groom	0%	0%	25%	50%
	Of Direct Family (Mother, Father, Siblings)	0%	25%	50%	75%
	Of 1 <sup>st</sup> Extended Family (Aunts, Uncles, 1 <sup>st</sup> Cousins)	10%	25%	75%	100%
	Of 2 <sup>nd</sup> or more Extended Family	20%	50%	85%	100%
Others (Including failure to obtain required documents for any of the cases above)	25%	50%	75%	100%	

**9. Catering**

- a. Clients are not allowed to bring food and beverages into the Venue unless the Client is granted an exceptional permission;
- b. However, subject to JRCC Management approval, Clients shall only be allowed to bring one type of traditional sweets and Arabic coffee and only after signing the Disclaimer Form. Additional sweets or celebratory cakes from outside that might be permitted by JRCC will be charged at AED5 per guest not including the service charge;
- c. JRCC reserves the right to refuse to serve or open any bottled beverages brought from outside without JRCC's prior approval. If in case the Client insists to bring and open any kinds of beverages, a standard Corkage Fee of AED30 applies for every 330ml to 550ml bottle of all kinds of beverages. Corkage Fee shall cover the service fee and glass rental and breakage;
- d. It is mandatory that External Caterers shall be aware of health and safety regulations; otherwise, they will not be permitted to serve during the event and the Disclaimer Form must be signed and agreed upon by both caterer and JRCC parties.

**10. Client and Event Coordinator Information**

- a. 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;
- b. 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;
- c. 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. If you do not wish to receive requests for your feedback, please let us know by emailing us at [info@jrcc.ae](mailto:info@jrcc.ae); or call us on number +971 (0)6 598 3850.

**11. Third Party Liability**

- a. The Client is fully responsible of ensuring that all 3<sup>rd</sup> Party Suppliers hired for the event (Event Companies, Florists, Photographers, Videographers, DJs, Entertainers, etc.) are professional and will adhere to JRCC's contractors rules and regulations; and that a main contact person who is fluent in English and Arabic languages is chosen from the company to liaise with the JRCC event representative;
- b. 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;
- c. The Client shall communicate to the suppliers the JRCC Venue Use – Terms and Conditions including the provision of Insurance and Security Deposit by contractor before entering JRCC premises;
- d. The Client shall make sure that the selected 3<sup>rd</sup> 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' even if it leads to Client's cancellation of contract with the 3<sup>rd</sup> Party Supplier;
- e. JRCC shall not be responsible for promises that the Supplier or their representatives may have made to the Client directly;
- f. 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;
- g. 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;

## 12. Security

- a. JRCC Security reserves the right to stop the guests from entering the Venue if: the number of attendees has already exceeded the agreed guaranteed number of guests; and if it has already exceeded the maximum capacity of the booked Venue;
- b. 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. Expenses related to additional security are the responsibility of the Client and the Client will be duly advised of all related costs prior to the event;
- c. JRCC is not suitable for children's use; therefore, if the Client is hosting an event where children are invited, the Client will be liable for any damages caused by children allowed in. If the children are not desired to be there by the Client, our Security staff can assist in controlling their entry within a 3-day notice.

## 13. Item Loss and Damage Issues

- a. 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 minimum amount of AED5,000 and more depending on the degree of damage/s and amount of losses;
- b. Although all care is taken, JRCC does not accept responsibility for any loss or damage to a Client's property, including hire equipment, gifts or personal goods left prior, during or after a function;
- c. 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 Operations Department directly at +971 6 5983840 to inquire about the lost item;
- d. 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;
- e. No items are to be nailed, screwed, stapled or adhered to the walls, doors, ceilings, equipment or any other surface;
- f. 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;
- g. 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;
- h. 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;
- i. JRCC has the right to refuse or cancel any bookings or functions that may damage JRCC reputation or affect its security and/or business operations;
- j. 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 3<sup>rd</sup> Party suppliers.

## 14. Advertising and Branding

- a. Clients and associated entities must first obtain written permission from JRCC Management for using the name 'Al Jawaher Reception & Convention Centre' to broadcast, list or publicly announce an event scheduled to be held at the Venue. This includes the use of the above mentioned titles in press, radio, TV, electronically or otherwise published material made publicly available or otherwise listed;
- b. All signage in public and/or signage proposed to be erected anywhere within JRCC premises must have prior approval JRCC Management;
- c. Onsite branding displayed by the Client during the Event shall be removed or dismantled immediately right after the Event. If the Client failed to do so, JRCC has the right to discard all onsite branding items even without Client's permission;
- d. Usage of JRCC logo and official logos, photos and transparencies of companies holding their events at JRCC will be agreed only upon signing of a written permission between both parties;
- e. JRCC shall not be responsible for the dissemination of event photos or videos that were taken by the Client's guests or its contracted external suppliers;
- f. If the 3<sup>rd</sup> Party Supplier wishes to use JRCC name and likeness for advertising and promotional, then supplier must take written approval from JRCC Management before proceeding with the production for such advertising and promotional materials.

## 15. Venue Access and Function Duration

- a. The Venue is available for viewing by appointment only for suppliers/contractors arranged by the Client. Please contact JRCC Planning Team at +971 6 5983831 to arrange a suitable appointment time. Provisions for 2 site inspections are included in the Venue hire.
- b. 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;
- c. 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;
- d. All deliveries must be advised and pre-arranged through JRCC as the Venue is not accessible without prior notice. Please take note

that there is limited storage space, so deliveries should be kept to the day of the event wherever possible;

- e. No men will be allowed within JRCC function hall vicinity from 7:00pm onwards during female only weddings/functions;
- f. Bands and Male DJs will not be allowed to stay inside the halls during female weddings/functions.

**16. Behavior**

- a. 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 whole or part refunds will be made under these circumstances;
- b. 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;
- c. 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 AED5,000 to be paid directly by the smoking individual or the Employer, if the person caught smoking is from a 3<sup>rd</sup> Party Supplier during the Event and/or may result to expulsion from the Venue.

**17. 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.

**18. 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.

**19. 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, 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.

**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.**

<b>Client</b>	<b>JRCC Representative</b>
Name:	Name:
Signature:	Signature:
Date:	Date: