

ROCKY RIDGE ESTATE PARTY VENUE

GENERAL INFORMATION

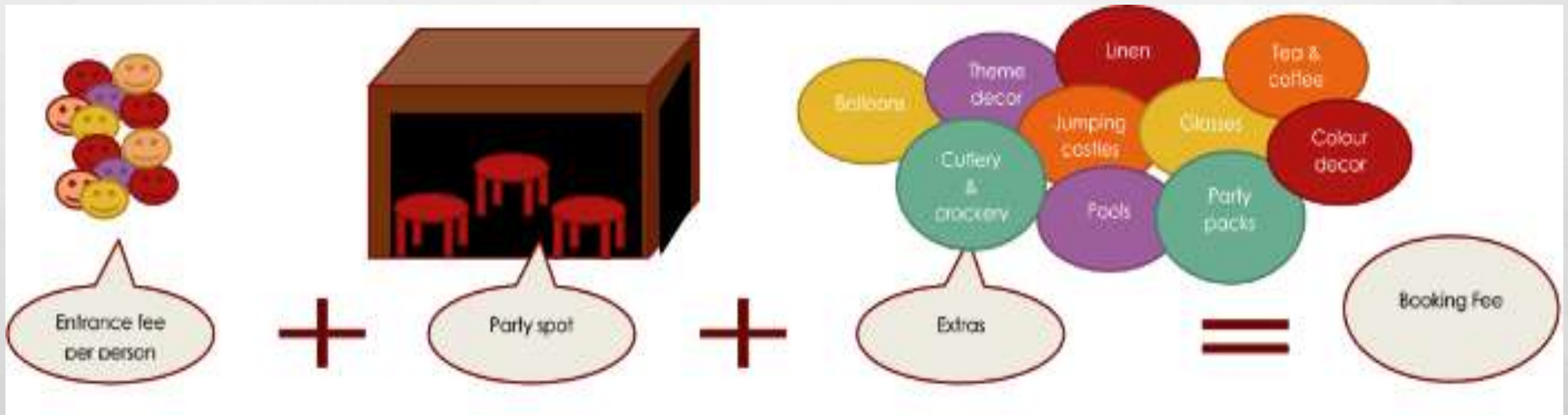


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HOW DO WE WORK?

- Your total booking fee will be made up from the following items:



WHAT IS INCLUDED IN YOUR BOOKING?

- Exclusive use of the party spot of your choice.
- Enough chairs for adults and some tables.
- White picnic benches with small umbrellas enough for your kids.
- Braai facilities.
- Roofed party spots comes with
 - Electricity
 - Kettle
 - Sink
- Access to all play areas for kids.
- Klipkoppie lapa also have a fridge. We have cooler boxes or baths for ice at the other party spots.
- If you are a Facebook friend - 20 glasses free.
- Staff to help with off- and upload of your stuff.
- Cleaning services afterwards.
- The set-up of everything that you hire from us - decor, equipment hire and so on.

WHAT IS EXCLUDED FROM YOUR BOOKING?

- Your food
- Your drinks
- Charcoal or wood
- Anything not listed as a FREE items on your quote or booking document.
- Child minder services – please look after your kids. Our staff is there to look after our “things” and are not trained child minders.

FREQUENTLY ASKED QUESTIONS

- **NEED TO BOOK FOR A LONGER TIME?**

- To book for two sessions you will pay a bit more, but not double.

- **HOW WILL YOU KNOW FOR HOW MANY PEOPLE TO BOOK?**

- Bookings are made according to the number of people you plan to invite. The Monday before your party, you will give us the final number of guests. You will only pay for them.

- **HOW CAN I RECEIVE A DISCOUNT?**

- Pay your deposit within 10 days to receive the quoted BIG discount.

- **HOW DO I SECURE MY BOOKING?**

- A 50% deposit will secure your booking and the rest is only due the Monday before your party.

- **HOW CAN I RECEIVE ADDITIONAL FREE ITEMS?**

- Become our Facebook friend to receive 20 glasses/side plates free.
- Kettles & braais are free to all.
- Select which free items you want on the “Add items” page, in your booking document.

BOOKING/QUOTE PROCEDURE

1. Complete the online booking/request for a quote, form. [Click here to go to the form](#)
2. We will issue you with a quote/proforma invoice where you can add the **optional extras** such as:
 - Equipment hire such as cutlery, crockery and linen
 - Colour or theme décor set and party packs
 - Bottomless tea & coffee
 - More fun activities for kids – jumping castles, foam pit, pool and so on.
3. Please let us know if you want to book – if we have availability, we will proceed with your booking.
4. As soon as we have received your deposit, your booking will be confirmed

WHAT HAPPENS THE MONDAY BEFORE YOUR PARTY?

- On the Monday before your party, we need certain **confirmed information from you** as the host to ensure that there are no "surprises" for you or us, on the day of your booking!
- We use this info so our staff can already start preparing for your booking during the previous week before your party. We have many functions over a week-end and it takes many hours to take everything out that is needed for each and every party. We have schools visiting us during the week and these preparations must be done in between.

WHAT WE NEED THE MONDAY BEFORE YOUR PARTY

- WE NEED YOUR FINAL BOOKING DOCUMENT REFLECTING THE FOLLOWING:
 - Final guest numbers
 - Completed guest list. Please use the page provided in the booking document - do not send a separate page with your guests' names.
 - All extras you want to order, added and updated according to your guests numbers.
- WE NEED YOU TO DO YOUR FINAL PAYMENT.

- NB!! NB!! PLEASE SEND YOUR BOOKING DOCUMENT IN THE ORIGINAL .XLSX FORMAT BACK TO US:
 - We can't see what you have changed!
 - Do not send a .pdf or a Google sheet of whatever other format that can be used, version of your booking document.
 - Your booking document is designed to do a lot of automatic calculations, -links and -changes... that is hidden to the end-user - but visible to us, to be used in different ways.
 - Another format cancels all of these and we then have to re-do everything by hand on a new ("working") document.... And sometimes we really do not have the time to re-do everything from start.

OUR FINAL SUMMARY OF YOUR SETUP - YOUR RESPONSIBILITIES:

- After receiving your final, updated booking document we will send you **our final summary of your setup** as well as your guest list (completed one or an empty one).
 - EVERYTHING you have booked as well as all the free items you are entitled to, are listed here!
 - The staff use this **summary of your setup** to prepare for your party.
- CHECK that it is as you want it!!!!!! Please make sure that is according to your latest booking document version. We are just normal people and can make a mistake - **PLEASE check that EVERYTHING you have booked is reflected on this summary!!!!!!!**
 - If we do not hear from you within 24 hours - we will accept that this **summary is correct and will use this to do your setup.**

REQUEST FOR A SPECIAL SETUP FOR YOUR PARTY

- If you have a special way that you want the setup of the tables and chairs to be done – it's **your responsibility** to make an appointment with the staff (Richard 079 569 3131) at the venue to go and do a mock-setup (at least three days before your party) - otherwise we will do the setup as we think it best.
- This is especially applicable to the Klipkoppie lapa.
- PLEASE don't ignore this simple request just to get to your party spot on the time of your party and expect staff to re-do EVERYTHING minutes before your party must start! You are welcome to move everything around yourself at any stage - but not with the help of the staff as they probably have other commitments with the other setups....

THE DAY OF YOUR PARTY: YOUR RESPONSIBILITIES

- Please be at the venue **at least 60 minutes before your party starts** to check that you have been given everything, that you asked and paid for.
- There will be a printed page for this **summary of the setup** at our staff. (We will send it to you the week before your party to check).
- You will have to sign this page on arrival at the venue and again when the party is done.

- It is your responsibility to ensure that you **check that you have received everything** that you have booked and paid for **before the party starts!**
- **No refunds** for any items that you have not received or received late, after you have checked everything and signed this document 30 minutes **before your party starts.**
- Please tick what you have received on this document when you arrive at the venue! **check everything!!**

THE WEEK BEFORE YOUR PARTY: OUR RESPONSIBILITIES

- To send you a summary of your setup so you can check it for mistakes from our side.
- To send this final summary of your setup to our staff at the venue.
- Our staff at the venue must prepare for your setup by taking everything out as ordered by you.
- To send your guest list to the staff so that they can sign in your guests on arrival.

- **PLEASE CHECK THAT EVERYTHING YOU HAVE BOOKED IS REFLECTED ON THIS SUMMARY!!!!!!!!!!**
- **IF WE DO NOT HEAR FROM YOU WITHIN 24 HOURS - WE WILL ACCEPT THAT THIS SUMMARY IS CORRECT AND WILL USE THIS TO DO YOUR SETUP!**

THE DAY OF YOUR PARTY: OUR RESPONSIBILITIES

- To prepare the venue by cleaning and tidying everything for you and your guests.
- To prepare your setup just as you wanted it according to your **summary of your setup**.
- To receive you as the host and to help you off-load your goodies.
- To go through everything with you to ensure that you have received everything you ordered and asked for.
- To assist you in any way you need. To provide you with anything you may need – sometimes this will incur extra costs, sometimes not.
- To sign your guest in as per the guest list.
- To look after our equipment, toys, property and so on.
- To make sure that you as a host are happy and to attend to any problems arising.

UNFORESEEN COSTS ON THE DAY OF YOUR PARTY

- Bring cash to pay for any extra guests or extra equipment hire. You may not leave our premises without paying any due amounts - just as when you go to a restaurant! No exceptions please.....
- NB: you will be billed for anything broken, damaged or missing.

REVIEW AND RATE YOUR PARTY

- You will have a chance to review your experience at us just before you leave on **our summary of your setup**. Thanks in advance for your feedback.
- Please ask your guests not to "**review**" us on GOOGLE - it is your privilege as host and our **client** to do so. When guests judge/review us, in essence, they actually also rate **your contribution** in the form of food, own décor and so on. Your guests will not know what we did, provided and what was you as hosts' doing – so **a review by a guest** doesn't sound right to us?

**THANKS FOR WORKING THROUGH
THIS INFORMATION!**

**PLEASE CONTINUE TO THE NEXT
INFORMATION DOCUMENT
“PARTY VENUE PARTY SPOTS”**