



Terms & Conditions

For more details please visit or contact us

www.troupant.co.za
info@troupantvenue.co.za
+27 (82)954 7170





Wedding

T's & C's

2023/2024

PAYMENT REQUIREMENTS

- an R 10 000.00 non-refundable admin booking fee is payable to secure your wedding date. This amount will be allocated to your account.
- The final invoice must be paid 4 weeks prior to your wedding.
- If an all-inclusive package is chosen 50% is payable 4 weeks after the booking date is confirmed
- The booking fee secures your date and cannot be transferred to another.
- All proof of payments must be sent to info@trouphantvenue.co.za
- Please use your reference on the invoice when you make your payment.
- a Refundable breakage deposit of R 2 500.00 will be added to your invoice. (This will be paid back to you 7 days after the wedding when breakages have been deducted.)
- We accept only EFT & cash as invoice payments.
- This contract must be initialed, signed, and attached with your Proof of payment of the booking fee.
- VAT will be added to your invoice as soon as we are registered.
- By paying the booking fee, you accept all Terms & Conditions

CANCELLATIONS

- All cancellations must be in writing and from our client- Bride and Groom, not the person responsible for paying for the wedding.
- If the wedding is canceled less than 8 months before the wedding the full booking fee will be forfeited.
- Prices will be amended if the wedding is postponed.
- All cancellation fees 8 months prior to the wedding will be determined on a scale from up to 30% to 100% of the booking fee.
- A minimum cancellation and admin fee of R 7 000.00 will be charged upon receipt of your cancellation



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FINAL ARRANGEMENTS

Your coordinator will schedule a final appointment with you via email. Please have the following information ready for the final meeting:

- Final Guest Numbers
- Final Service Provider Numbers, if someone is a friend & a service provider please find out if they are bringing a colleague with them in order to avoid confusion and to make everyone feel welcome.
- Contact details and time of arrival for all service providers
- Menu Selection - Food Allergies
- Timeline
- Allocation of Guests Floor Plan
- A list with all items brought in by you
- Amount of champagne bought in by you.
- Amount of each extra Wine/Champaign if bought by you (R65.00 corkage fee)

LOSS AND DAMAGES

- Any damage to the property or buildings of Trouplant Kapel & Onthaal, including balustrades, windows, furniture, linen, decor, cutlery, and crockery will be deducted from your breakage deposit even if it is broken by staff.
- If the amount exceeds the total breakage deposit the client will be liable for the amount outstanding.
- Trouplant Kapel & Onthaal and its staff will not be held liable for the loss or damage of personal belongings.
- If we find lost items we will notify the bridal couple and items must be collected from Trouplant Kapel & Onthaal.
- Any loss or damage from the Honeymoon - / Bridal Suite during your function will also be deducted from the breakage deposit.



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LOSS AND DAMAGES

- Sound equipment must be removed on the night of the wedding.
- Troupant Kapel & Onthaal and its staff will not be held responsible for the loss or damage of other service providers' property.
- Troupant Kapel & Onthaal and its staff will not be held liable for any injuries sustained by negligence or irresponsible behavior during visits or functions.
- A cleaning fee will be charged for tough stains on linen in Honeymoon -/ Bridal Suite.

GENERAL

Troupant Kapel & Onthaal reserves the Right of Admission.

- a non-refundable booking fee of R 10 000.00 is required to secure your date.
- Menu & Bar Prices are subject to change.
- No smoking is allowed in the Buildings, designated smoking areas are allocated.
- No open fires are allowed except in the Boma area.
- No alcohol is allowed onto the premises by Guests. An R 2 000.00 fine will apply if caught.
- No Fireworks
- Only Bio-degradable confetti such as flower petals, bubbles & Fynbos will be allowed. No Butterflies, spray-painted petals, or paper.
- Minimum occupancy for the day will be charged.
- Do not tamper with plugs, light sockets, or distribution boards. Do not overload plugs.
- All draping must be certified as fire-proof or treated with a fire retardant. No safety signs, emergency exits, or safety equipment are allowed to be removed or blocked by decor or any other item that might obstruct a quick and safe passage towards it.
- All candles must be placed in or on a container, candle stick, or holder to protect the linen from being damaged by dripping wax.
- All sound equipment must be secured to prevent injury.
- No open cables, extensions, or wires will be tolerated.
- It is the DJ's responsibility to ensure that all loose cables and wires are secure and neat.



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GENERAL

- Allocated parking areas must be used. Children must be supervised at all times by a childminder or parents.
- Troupant Kapel & Onthaal does not take any responsibility for outdoor functions, should a radical change in weather appear the client will remain fully responsible for the costs.
- The venue must be cleared out on the following morning before 09H00.
- External suppliers can start setup on the day at 08H00 and must be done by 13H00.
- No boxes or crates can be stored in our containers, storage rooms, or kitchen.
- No guests are allowed in our kitchen or bar.
- Unpaid bar tabs will be deducted from your breakage fee.
- Out of consideration for other lodge guests, music volume should be reduced to an acceptable level after 23h:30 and switched off at midnight.
- Troupant Staff are not available for the assistance and set-up of any décor or flowers, necessary arrangements need to be in place to ensure that the venue is set up according to your agreement with the necessary party.
- We accept no responsibility for poor service deliverance, actions, or opinions from third-party suppliers, recommended or otherwise.
- No wedding may exceed midnight. Last rounds at the Bar will be at 23:45. By prior arrangement, this may be extended to 00:45, at an additional charge of R1 250. (CASH ON SITE) As we are required to stop selling alcohol at 01:00, no exceptions will be made to this rule
- Troupant Kapel & Onthaal reserves the right to close the bar at any time, at its discretion to protect the property, guests, or staff of Troupant Kapel & Onthaal
- No animals allowed.
- Troupant Kapel & Onthaal reserves the right to cancel any bookings (Provisional or confirmed) forthwith and without liability on its part in the case of any damage and /or destruction caused to the Venue by fire, acts of God, Industrial unrest, and any other cause beyond the control of Troupant Kapel & Onthaal, which shall prevent Troupant Kapel & Onthaal from performing its obligations. However, in these circumstances, Troupant Kapel & Onthaal will make every effort possible with available resources to assist in finding an alternative venue for your wedding



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CONTRACT

Please sign this document and send it with your proof of payment to info@troupantvenue.co.za

By paying your booking fee and/ or signing this document you acknowledge, understand and accept our Terms & Conditions and take full responsibility of your wedding and wedding guests' actions for the duration of your wedding or function at Troupant Kapel & Onthaal

BRIDE: _____

GROOM: _____

ID NUMBER: _____

ID NUMBER: _____

CELL NUMBER: _____

CELL NUMBER: _____

E-MAIL ADDRESS: _____

E-MAIL ADDRESS: _____

PHYSICAL ADDRESS: _____

REFUNDABLE BREAKAGE FEE ACCOUNT: _____

WEDDING DATE: _____ TIME: _____

BRIDE SIGNATURE: _____ GROOM SIGNATURE: _____

ESTIMATED NUMBER OF GUESTS _____

VENUE MANAGER SIGNATURE: _____

TROUPANT KAPEL & ONTHAAL BANKING DETAILS:

TROUPANT KAPEL & ONTHAAL

FIRST NATIONAL BANK

CHEQUE ACCOUNT 62877021106

REFERENCE: INVOICE NUMBER, DATE & NAME