



## Terms and Conditions – General Trading Hours & Events

### Miss Grace Country Food House at Thornbirds Conference and Wedding Centre:

- Miss Grace Country food House is situated at Thornbirds but operates separately. The venue area is restricted to the Miss Grace Country Food House immediate area in order to not interfere with weddings or functions taking place simultaneously at Thornbirds.
- These terms & conditions are applicable to seatings taking place during general trading hours.

### Venue Hire:

#### (During general trading hours)

- Miss Grace's general trading hours are Wednesday to Friday from 7h30 to 17h00 & weekends & most public holidays from 8h00 to 17h00.
- A venue fee per person is payable for groups of 30 guests or more on weekends & public holidays as this number is considered a function & functions of 30 guests or more can be booked at Thornbirds.
- The fee is estimated at R25-00 per person as this number of guests is considered a function. This however does not include exclusivity of any area or additional decor of any kind.
- A private venue hire can be negotiated for exclusive use of either the indoor dining room or the outdoor gazebo area.
- Exclusive use of the indoor dining room excluding the passage which seats a maximum of 46 guests is R1800-00 You are required to have a minimum of 30 guests to book exclusivity of the inside dining room.
- Exclusive use of the outdoor gazebo area which seats a maximum of 60 guests is R2400-00. You are required to have a minimum of 40 adult guests in order to book exclusivity of the gazebo.
- Exclusive hire entitles you to either a breakfast seating or a lunch seating;
- The breakfast seating is from 8h00 with departure by 11h30.
- The lunch seating is from 12h30 with departure by 17h00.

#### (After hours)

- Please refer to Miss Grace's Private Events Package.

### Billing:

- No individual bills will be permitted at any time as Miss Grace is a restaurant.

### Beverages:

- Beverages are billed on consumption and a total bill excluding prepaid items will be presented to you at the end of your event. Guests may however divide that bill amongst themselves at their own discretion.
- We welcome pre-ordered table beverages such as wine, cocktail pitchers, jugs of juice, sangria etc.
- Miss Grace does not permit beverage restrictions. You may instruct your guests what they are allowed to order but Miss Grace takes no responsibility should your guests ignore your request.
- Corkage is not permitted at Miss Grace.
- No alcohol will be served to any person under the legal drinking age of 18 years.

### Seating & Tables:

- A seating area cannot be guaranteed unless a private venue hire has been paid for. This is due to the fact that Miss Grace has limited under-roof & indoor space available.
- Miss Grace will allocate seating in order to accommodate the maximum number of patrons. You may however request an indoor or outdoor seating area and we will do our best to accommodate your request.
- Tables & chairs are custom made & vary in sizes & shapes.
- Miss Grace does not provide tablecloths.
- Couches are subject to availability & can't be guaranteed.
- Additional tables for cakes, games etc will not be allocated unless private venue hire has been paid for & there is sufficient room in the rented area.

### Speeches & Music:

- Please note that music turndown requests will not be accepted and speeches will only be permitted providing it does not disturb other patrons at Miss Grace.

### Cakes / Cupcakes:

- As Miss Grace bakes a delicious variety of cakes daily, a "cake corkage" is payable should you wish to bring in your own cake or cupcakes. The fee is R100-00 per normal size cake (10 slices) or R5-00 per cupcake.
- Should the cake not be for consumption, this fee will fall away.
- Miss Grace does not provide cake knives for any cakes / tarts brought in.
- Miss Grace will be happy to bake a cake for your event providing it is a standard cake available at Miss Grace.
- We require 10 days notice & prices are available upon request.
- Options include; Granny's chocolate cake, Vanilla sponge, Granadilla cake, Red / Black Velvet cake, Cheesecake / Carrot cake, Lemon condensed milk tart, Banana & caramel tart, Toffee apple caramel cheesecake

#### **Menus:**

- Miss Grace offers various menu function options for groups of 20 or more guests.
- All food must be pre-ordered for functions in order for Miss Grace to ensure the speediest service possible.
- All pre-ordered menus or items must be prepaid.
- Each menu function option differs & no changes will be made once an option has been selected & confirmed.
- Any additional orders by guests such as additional sides, sauces etc will be added to your final bill.
- Menu variations are not permitted and Miss Grace does not take any responsibility for any food allergies.
- A kiddie's menu is available for children under up to 10 years.

#### **Decor & Flowers:**

- Miss Grace's standard decor applies should you not opt for any additional items.
- Standard decor refer to; placemats, napkins, cutlery, crockery & table flowers when available.
- Exact decor, colours and flower types can't be confirmed or guaranteed.
- Standard decor items & flowers provided by Miss Grace may not be removed.
- External decor items are subject to the approval of Miss Grace's management and absolutely no balloons, foil table sprinkles, streamers, small table crystals or paper confetti are allowed.
- Miss Grace is not responsible for the setup or clearing of external decor items.
- Miss Grace takes no responsibility for any external items being brought in.
- We are however happy to quote you on any additional flowers or decor you may require.

#### **Children:**

- Children are to remain in the immediate Miss Grace area and no children may wonder into the parking areas.
- Running & screaming is not permitted at Miss Grace.
- Absolutely no bicycles, tricycles, plastic bikes, scooters, skateboards, water pistols, roller blades / skates, balls or bats are permitted.
- The children's playground & its facilities are used entirely at own risk & Miss Grace takes no responsibility for any injuries that may occur.
- The children's playground & its facilities may be utilised by children up to the age of 8 years.

#### **Gratuity:**

- An automatic 10% gratuity applies for groups of 10 or more.
- This gratuity is will be added onto the final selection for food and beverage items as well as the additional bill on the day of your event.

#### **Our Animals & Garden:**

- Miss Grace & Thornbirds loves animals & any person found to be cruel to any animal on the premises will be asked to leave immediately.
- Miss Grace has a resident cat called Lion. Neither Miss Grace nor Thornbirds take any responsibility for any injuries as a result of touching / antagonising him or any other animal on the property.
- Our ducks & other cats are free-roaming & we request that they be left in peace.
- No person may pick / break / remove any flowers or plants at Miss Grace and / or at Thornbirds.

#### **Pets:**

- Miss Grace is a pet-friendly restaurant.
- Small & friendly pets are welcome at Miss Grace but must be on a leash at all times & are only permitted outdoors.
- Pets disturbing patrons by means of barking etc will not be permitted.
- Guests are required to clean up after their pets & we request that pets are taken for walks in the parking area.
- Guests are responsible for their own pets & are liable for any injuries that may occur as a result of their pets being there.

#### **General:**

- Appointments will not be scheduled in order to discuss menu options or function details unless Miss Grace has been appointed to do decor or coordinate the event. Clients are welcome to communicate via email or phone.
- No-shows will be billed.
- Additional guests that were not included in the final numbers will be billed for and this will be payable on the day. Miss Grace however takes no responsibility for any embarrassment should seating or other items not be available.
- Parking areas will not be cordoned off for any purpose whatsoever.
- Lawn games are not permitted at Miss Grace.
- Personal live entertainment is not permitted at Miss Grace unless private venue hire has been paid for and the entertainment type does not interfere with the general trading rules of Miss Grace and the comfort of our patrons.
- The Thornbirds Disclaimer is applicable to all persons entering the premises.
- Miss Grace reserves the right to charge for any damages / breakage / loss of Miss Grace's or Thornbirds' property.
- Miss Grace reserves the right to cancel any booking forthwith & without any liability on its behalf in the event of any damages of the venue, by shortage of labour, strikes, industrial unrest, fire or any other cause beyond the control of Miss Grace which shall prevent it from fulfilling its obligations.
- Miss Grace takes no responsibility for any electrical / water interruptions that may occur as a result of any reason whatsoever.
- Smoking is only permitted in the outdoor uncovered garden area.

#### **Booking & Payment:**

- Final guest numbers must be confirmed 8 working days prior to your event & must include children, suppliers etc.
- A 50% deposit of your quotation along with receipt of this signed document, a copy of ID, your selected menu option and your signed quotation is required to secure your booking at Miss Grace. The balance of the food and pre-ordered items is payable no later than 1 week prior to the event.
- Payment may be made via EFT, Visa, Master or debit card or direct bank deposit & the correct reference must be stated on the proof of payment.
- Proof of payment must be emailed to info@missgrace.co.za or faxed to 086-636-7472.
- No cheque deposits will be accepted.
- A letter of confirmation will be sent to you. Once this has been done, your booking will be confirmed.
- Any payments received without confirmation from Miss Grace for an event / booking will be refunded less a 10% administration fee.

**Cancellation or Postponement;**

- A postponement is considered a cancellation.
- This is due to the fact that reservation requests from other patrons will often be denied in order to accommodate your booking.
- In the unlikely event of cancelling or postponing your booking, the following deductions will apply;
- Any refunds due will be made within 8 working days by means of EFT only.
- Any function payments made by credit or debit card for which an amount needs to be refunded will be made less a 4% bank levy as this would have already been paid over by Miss Grace. (7% for American express or Diners Club)
- Decor, flowers, rental items & any special items which have already been ordered & paid for by Miss Grace on your behalf will only be refunded less an additional administration fee if Miss Grace is able to recoup that money or to obtain a refund from the supplier.
- If guest numbers were not confirmed, the applicable number of guests as per the last correspondence will be used.

Time Period	Applicable number of guests	Menu & beverage refund amount	Public per person venue hire	Administration Fee
More than 14 days notice	Any number	100%	100%	Less R200-00
7 days or more notice	20 – 25 guests	80%	100%	Less R200-00
	26 – 30 guests	70%	100%	Less R200-00
	31 – 40 guests	60%	100%	Less R200-00
	41 – 50 guests	50%	100%	Less R200-00
	51 – 60 guests	40%	100%	Less R200-00
Less than 7 days	20 – 25 guests	70%	100%	Less R200-00
	26 – 30 guests	60%	100%	Less R200-00
	31 – 40 guests	50%	100%	Less R200-00
	41 – 50 guests	40%	100%	Less R200-00
	51 – 60 guests	30%	100%	Less R200-00
Three days or less	20 – 25 guests	50%	100%	Less R300-00
	26 – 30 guests	40%	100%	Less R300-00
	31 – 40 guests	30%	100%	Less R300-00
	41 – 50 guests	20%	100%	Less R300-00
	51 – 60 guests	10%	100%	Less R300-00
1 Day or less	Any number	0%	100%	N/A

**Banking Details:**

Account Name: Thornbirds  
 Bank: ABSA  
 Branch Code: 334-105 (Booysens)  
 Account Number: 40-58-70-80-10  
 Account Type: Cheque

I,....., the undersigned, with ID number ....., have read and agree to the information & terms as stated above & fully bind myself in my personal capacity as surety for any monies owing and/or arising from this agreement between myself and Miss Grace Country Food House. I accept full responsibility for my guests and their actions.

.....  
 Sign

.....  
 Witness signature

.....  
 Date