



Miss Grace Country Food House Terms & Conditions 2018

Welcome to Miss Grace Country Food House...
A quaint country-style venue with an abundance of amazing birdlife and beautiful garden setting.

1. Miss Grace as a function venue

- 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.
- Miss Grace no longer operates as a restaurant and therefore does not accommodate any walk-ins.
- All events booked at Miss Grace are considered to be a function and a venue fee, menu fee and staff fee will be applicable to all bookings.
- Miss Grace specialises in year-end functions, baby showers, high teas, special occasions, weddings, lunches, corporate events, christenings and many more event types.

2. Functions

- All menus must be pre-ordered and events must be prepaid.
- Function packages are based on specific timeslots.
- You are required to have a minimum of 15 adult guests to have an event at Miss Grace.
- Seating areas will not be guaranteed and can only be confirmed closer to the event date as seating areas are allocated according to the group size and available area, especially when more than 1 booking has been accommodated. This is due to the fact that Miss Grace has limited under-roof & indoor space available.
- Should there be no other bookings on the day of your event, your seating request will be accommodated.
- Seating areas will be guaranteed should an exclusive venue hire of an area be booked and paid for.
- Couches are subject to availability & are never guaranteed as they often have to go in for cleaning / reupholstering etc.

3. Non-exclusive venue hire

	Breakfast Function 8h00 to 11h30	Lunch Function 12h30 to 17h00	Dinner Function 18h30 to 23h00
Monday to Friday	R20 pp	R30 pp	R40 pp
Sunday	R30 pp	R40 pp	R50 pp
Saturday & Public Holidays	R40 pp	R50 pp	R60 pp
Minimum number of adult guests	15 pax	15 pax	15 pax

Included in the venue hire

- Tables and chairs for the number of guests confirmed
- Standard cutlery, crockery & glassware
- Serviettes
- A small table for either a cake / gifts only if required
- Standard setup

Excluded in the venue hire

- Waiters & barmen
- Menu costs
- Linen napery such as tablecloths & material napkins
- Additional décor & flowers
- All beverages
- Gratuity
- Extras not mentioned

4. Exclusive private hire

- Exclusive venue hire secures your requested seating area regardless of other events taking place.
- Exclusive private hire means that no other bookings other than yours will be permitted in a specific area.
- The indoor dining room can seat a maximum of 44 guests, depending on the seating style.
- The outdoor gazebo area can seat a maximum of 60 guests, depending on the seating style.
- The surrounding outdoor area around the gazebo can seat an additional 50 guests but is not underroof.
- Please keep in mind that space needs to be reserved when opting for buffet menus of harvest tables. Seating capacities may reduce as a result.

Indoor Dining Room	Breakfast seating 8h00 to 11h30	Lunch seating 12h30 to 17h00	Dinner seating 18h30 to 23h00	Minimum number of guests required
Monday - Friday	R880	R1760	R2200	25 – 44
Sunday	R1320	R2200	R2640	30 – 44
Saturday & Public holidays	R1760	R2640	R3080	30 – 44

Outdoor Gazebo	Breakfast seating 8h00 to 11h30	Lunch seating 12h30 to 17h00	Dinner seating 18h30 to 23h00	Minimum number of guests required
Monday - Friday	R1200	R2400	R3000	30 – 60
Sunday	R1800	R3000	R3600	40 – 60
Saturday & Public holidays	R2400	R3600	R4200	40 – 60

Outdoor Gazebo with surrounding outdoor area	Breakfast seating 8h00 to 11h30	Lunch seating 12h30 to 17h00	Dinner seating 18h30 to 23h00	Minimum number of guests required
Monday - Friday	R1450	R3650	R4750	30 – 110
Sunday	R2550	R4750	R5850	40 – 110
Saturday & Public holidays	R3650	R5850	R6950	40 – 110

Indoor dining room + Gazebo & outdoor area	Breakfast seating 8h00 to 11h30	Lunch seating 12h30 to 17h00	Dinner seating 18h30 to 23h00	Minimum number of guests required
Monday - Friday	R2080	R4160	R5200	50 – 154
Sunday	R3120	R5200	R6240	60 – 154
Saturday & Public holidays	R4160	R6240	R7280	60 – 154

- Should you require a longer timeslot such as a lunch slot going into a dinner slot, then both the lunch & dinner venue hire will be equal your venue hire fee.
- The immediate outdoor area surrounding the gazebo may be utilised by any guests unless it has been privately booked. Miss Grace reserves the right to not setup the entire restaurant should you only book 1 specific area.
- Miss Grace will cater for the minimum number of guests stated regardless of you having less than the minimum required number of guests as stipulated.

5. Chapel hire

- Chapel use may be a requirement for weddings or christenings.
- Thornbirds offers a beautiful stone chapel that may be rented directly from the venue but is subject to availability as it is often utilised to accommodate the weekend weddings taking place.
- Miss Grace's Farm Stall building may be rented as a chapel and seats a maximum of 40 guests.
- The Farm Stall may be rented separately at a rate of R1000 per hour. Carpet rental is charged at a rate of R500 an is available in white or silver.
- The smaller wrought iron gazebo at Miss Grace may also be used for a religious ceremony providing the area has not been booked out. This is only recommended should the entire function area be booked out privately as to avoid any possible noise from other patrons.
- Chairs for the wrought iron gazebo area will only be provided should enough be available as no fee is charged for the use of this metal gazebo.

6. Service Staff

- Waiters & barmen are allocated according to your number of guests and at management's discretion.
- Waiters; 1 waiter for every 15 to 20 guests @ a rate of R85 per waiter per hour
- Barman; 1 barman for every 15 to 30 guests @ a rate of R90 per barman per hour
- Waiter & barman numbers may be reduced accordingly should there be more than 1 event taking place at the same time & management feel that service will not be compromised. In such an instance, you will be advised & have the option of keeping your quote as is or being refunded any difference as a result. This can only be confirmed closer to the day of your event.

7. Menus

- As all menus are pre-ordered, there is no option of ordering additional items / changing menus on the day.
- No-shows will not be refunded as we cater according to finalised guest numbers. Additional guests on the day will be billed accordingly. Seating / additional food can't be guaranteed either.
- Miss Grace offers various menu options for you to select from.
- Menu prices & menus are subject to change without prior notice.

8. Cakes / Cupcakes:

- As Miss Grace bakes a delicious variety of cakes, a "cake corkage" is payable should you wish to bring in your own cake or cupcakes for consumption. The fee is R100-00 per normal size cake (10 – 12 slices) or R5-00 per cupcake.
- This fee will not be applicable should you opt for 3 courses when selecting your menu, for example; starters + mains + dessert
- Should the cake not be for consumption, this fee will fall away.
- Cake forks and side plates will only be provided should the corkage fee have been paid.
- Miss Grace does not provide cake knives for 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 & types & prices are available upon request.

9. Beverages

- You are welcome to opt for a cash bar option whereby guests pay for their own drinks. This will only be permitted on the basis that payment is received after each order & no individual tabs are run as this becomes difficult to control. Kindly note that this option does create a service delay.
- For a running bar tab, 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. This will be quoted accordingly.
- 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.
- No alcohol will be served to or bought for any person under the legal drinking age of 18 years.
- The option of welcoming beverages will be permitted providing you are happy to have these on your guest table upon guest arrival. Separate tables for welcoming drinks will only be permitted should there be additional tables available and if the space can accommodate the additional tables.

10. Corkage

- Corkage refers to the fee charged by Miss Grace for allowing beverages to be brought in by the customer & not having to purchase these items from the establishment.
- Corkage is only available for 750ml bottles of Champagne, sparkling wine, MCCs, sparkling grape juice & wines.
- Absolutely no corkage will be permitted for soft drinks, beers, water, juice or ciders.
- Prepaid corkage items must be delivered the day prior to your event.
- Corkage items are to be placed on guest tables & will not be served from our bar. Corkage rates will not be refunded on items which are not consumed, but you are welcome to remove these items after your function.
- Additional items brought in without the consent of Miss Grace will be charged at normal bar rates per tot or may not be permitted.
- Standard & luxury wine cost prices are based on a general dealer price such as Makro & excludes special rates

Category	Examples	Price per 750ml bottle
Non-alcoholic sparkling beverages	Non-alcoholic JC Le Roux / Monis sparkling	R50
Sparkling wines	JC Le Roux	R60
MCCs	Krones, Pongracz, Bruts	R100
Champagne	Moet Chandon, Veuve Cliquot	R250
Standard wines (cost price of less than R90)	Nederburg Baronne, Beyerskloof Pinotage	R60
Luxury wines (cost price of R90 or more)	Rupert & Rothschild Classique etc.	R100

11. Standard Setup

- This refers to;
 - Your table with chairs
 - Cutlery & crockery
 - Placemats if available; we have a number of various placemats in different colours. Placemats will be provided if required but are subject to quantities & colours. Placemats are allocated on a first-come-first-serve basis
 - Miss Grace usually has potted plants which are placed on tables. Colours and availability are not guaranteed and it is advised that you bring your own flower arrangements for your table should you require something specific.
 - You will have 30 minutes prior to your timeslot should you wish to setup any additional décor. Any variation in this setup time is subject to other bookings taking place & written permission must be obtained in writing from management. We recommend that you bring enough persons to assist in order to be ready for your guests when they arrive.

12. Décor & Flowers

- Décor is not included. Miss Grace is a garden venue & it is very pretty. It is therefore not necessary to bring in a lot of décor items.
- Standard decor refers to; napkins, cutlery, crockery & table flowers / plants when & if available.
- Miss Grace usually has potted plants which are placed on tables. Colours and availability are not guaranteed and it is advised that you bring your own flower arrangements for your table should you require something specific.
- 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 filled with confetti, foil table sprinkles / confetti, streamers, small table crystals or paper confetti are allowed at any time.
- Balloons will only be permitted in limited quantities and must be removed after the event as burst balloons pose a risk to birds & animals.
- 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.
- External decor suppliers are responsible for the setup & clearing of your decor items. The same applies should you prefer to do your own decor.
- No items may be hung from any light fittings or existing décor such as plants and bunting. No nails may be driven into any wall, tree or fixture & no stickers may be stuck anywhere.

13. Speeches, Games & Music

- Please note that music turnaround requests will not be accepted and speeches will only be permitted providing it does not disturb other patrons at Miss Grace.
- Speeches are permitted when exclusive venue hire of an area has been booked.
- Miss Grace provides background music & you are unfortunately not permitted to bring your own music unless you have booked out the entire restaurant. In this instance, you are to bring your own sound & electrical equipment.
- Music volumes must & will be controlled at all times.
- The only games permitted at Miss Grace include quiet table games such as chess, backgammon, cards & board games unless a private venue has been booked.
- Lawn games are not permitted at Miss Grace.
- 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 other patrons.

14. Children

- Children are to remain in the immediate Miss Grace area and no children may wander 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.
- A kiddie's menu is available.

15. 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.

16. Pets

- Miss Grace is a pet-friendly restaurant.
- Small & friendly pets are welcome at Miss Grace but must be on a lead at all times.
- 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.
- Food for your fur-child must also be pre-ordered.

17. Photos

- Photos may only be taken in the Miss Grace venue area and immediate surrounding garden area. The Thornbirds front garden and surrounding area is reserved for Thornbirds' clients.

18. Gratuity

- Gratuity is at the guest's discretion when having a cash bar. An automatic 10% gratuity is however applicable when running a bar tab.
- Gratuity is not charged on menu items.

19. Overtime

- An overtime rate can be negotiated should there be a need. This however will be subject to management's approval, no other events taking place and the fee being paid before overtime commences.
- Overtime is charged per hour for the venue & per staff member.

20. Viewings

- Appointments may be scheduled to view the venue area providing there is no private event taking place.
- No viewing will be permitted without an appointment.
- Miss Grace does not provide personal coordinators unless this service has been paid for.
- Appointments may only be scheduled during the week between 9h00 & 16h00 or during the weekend at a time confirmed by a coordinator.
- Please remember that a coordinator is not a personal event planner but rather assists with the booking of your event as well advice, information pertaining to the use of the venue & the final arrangements pertaining to your booking.

21. General

- Miss Grace takes no responsibility as a result of you or your guest's running late. Timeslots must be strictly adhered to.
- A separate wedding package is applicable for more specific requirements.
- 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.
- 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.
- Absolutely no drinking is permitted in the parking areas. Any alcohol or beverages being consumed in the parking areas without the consent of management will be confiscated & may lead to immediate eviction from the premises.
- Menu items are subject to availability & Miss Grace reserves the right to change menus without prior notice.
- Prices are subject to change without prior notice.

22. Retainer fee

- Miss Grace reserves the right to include a refundable retainer on your quotation.
- This decision is based on your guest numbers and specific function requirements.
- The retainer amount is changed in case of any damages / loss / breakage of Miss Grace's or Thornbirds' property.
- The retainer fee, is charged, will be refundable within 10 working days.

23. Booking & Payment:

- Final guest numbers must be confirmed 10 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 10 working days prior to the event.
- Payment may be made via Visa or Master card, EFT or direct bank deposit only & the correct reference must be stated on the proof of payment.
- Regret no American Express or Diners Club cards are accepted.
- Please note that a 4% bank levy will be added to all quoted payment amounts should you wish to pay by card.
- 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.
- In the event of non-payment of these fees within the time period/s as agreed upon, Miss Grace shall be entitled to cancel any booking / event without further notice or liability to the client.

24. 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.
- Any refunds due will be made within 10 working days by means of EFT only.
- In the unlikely event of cancelling or postponing your booking, the following deductions will apply;

- 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.
- 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.

Cancellation period	Percentage refund of quotation	Administration fee
More than 30 days	70%	Less R200
More than 14 days	50%	Less R200
More than 7 days	30%	Less R200
7 Days or less but more than 3 days	10%	Less R300
3 Days or less	0%	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, residing at

.....
 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.

Date of event:	Event type:
Number of adults:	No of children younger than 10 years:
No of children younger than 3 years:	Total guest amount:
Cell number:	Email address:

.....
 Sign

.....
 Witness signature

.....
 Date

.....
 Witness print name

.....
 Witness signature

.....
 Date

Miss Grace Country Food House
 T: 011-948-6001
 C: 079-526-0348
 E: info@missgrace.co.za
 Visit: www.missgrace.co.za

Plot 152, R550 Kliprivier Road, Eikenhof, Johannesburg, South Africa
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