



TERMS & CONDITIONS - UNDERTAKING

1.Booking & Payment:

- A non-refundable and non-negotiable token amount of ₹50,000 for 1-day events and ₹100,000 for 2-day events or more is required to secure your event date. This amount should be settled through bank transfer, UPI, or any other online method.
- GST of 18% will be added to the token amount, which is mandatory. (18% GST is charged considering mixed supply -composite GST taxing)
- 50% of the billing amount must be cleared 2 months prior to the event date.
- Balance of the billing amount must be received 15 days before the event. If the payment is not received, the reservation will be cancelled with no refund.
- Bookings are done on a first-come, first-served basis.
- A Booking Confirmation Receipt will be given to the client after advance booking.
- Your event date and reservation will be confirmed once the token amount is received.
- Any additional charges incurred during your event must be settled upon checkout with our onsite event managers.
- The venue segregates the quote in terms of venue rent, production, decoration, and food.
- No refund will be provided under any circumstances.

2.Cancellation/Date Alteration:

- Date alteration depends on date availability and can only be changed within 3 months of the booking date.
- Amount once collected would not be refunded under any circumstances.

3.Inhouse Services Provided by The Grand Heritage Resorts:

- Security: The existing security system at the venue is provided without any additional charge.
- Housekeeping: Cleaning charges are all-inclusive in the package.
- Toiletries: Toiletries will be provided by the venue.
- Event management: The Resort has their own On-site event managers throughout the event and has their own on panel Caterers and decorators.

4.Event Services:

- The venue has on-panel vendors for catering and decoration but does not act as an intermediary and assumes no liability for any disputes or issues arising from them.
- The venue is not liable for any damages, losses, injuries, or inconveniences resulting from the services or actions of vendors for catering, production, or any other services.
- Food charges are non-negotiable, and in the case of a custom menu, rates will be quoted accordingly.
- In case of outside decorator, a royalty of ₹30,000 per day is charged.(Non negotiable)
- The customer has to bear the genset charges separately.(Will be mentioned in the Quotation)
- In case of outside catering, a royalty of ₹25,000 per day is charged.(Non negotiable)
- The venue does not take responsibility for transportation arrangements or issues related to transport.

5.Venue Rules and Regulations:

- Venue Timings: Check-in timing - 7:00 am; Checkout timing - 11:00 pm. If the customer crosses the above time, the venue directly holds the authority to shut down the electricity and water of the premises. Incase of prior check-in or check-out should be mentioned in notes below and should be conveyed by the client so that the venue can line up the next events according to that time.



-The client only has access to the venues which they have opted for and are mentioned in the quotation and official booking confirmation mail ,if a certain venue is not taken then the resort has the authority to conduct other events at the same time in those venues.

- Music system: Allowed from 8:00 am to 11:00 pm, post that the venue has the authority to shut the music systems.

6.Damages:

- The client must inspect the premises prior to taking possession. Similarly, the venue is expected to be vacated in the same condition as it was handed over to them.

- In case of damage to property, the customer has to compensate the venue prior to checkout or legal action will be taken.

- The client will be fully responsible for all liabilities, including food or any damage to the building, carpeting, equipment, or other furnishings.

- Management is not responsible for any mishaps, natural calamities, or theft.

- The venue does not take any responsibility with regards to the weather during the event as it is an act of God, and it's the complete decision of the customer.

7.Legal Proceedings and Permissions:

- For DJ/Orchestra/Any musical arrangement, the guest has to arrange all valid licenses & permissions.

- All statutory permissions (police, sound, excise, etc.) will be the sole responsibility of the client. A copy of such permissions will have to be presented in the office before 3 days of the event.

- Consumption of alcohol, smoking, or spitting of paan, gutkha, and other tobacco consumption is strictly prohibited inside the premises as the venue does not hold the applicable licenses for the same.

- If caught consuming alcohol on the premises, strict action will be taken against the host, and necessary legal action will be taken.

- The management has the exclusive rights to restrict the entry of certain guests into the premises.

- If any sort of physical violence, abuse, riots, or fights occur on the premises, the management has the authority to take strict action against it, and legal action will be taken as well.

8.Financial and Goodwill Safety:

-Financial Liabilities: Any financial liabilities incurred by the client or their guests during the event must be settled in full before checkout. This includes any damages, additional services, or penalties for breach of venue rules.

-Behavioral Conduct: The client is responsible for ensuring that all guests adhere to the venue's rules and regulations. Any behavior that damages the venue's reputation or goodwill will result in immediate termination of the event and legal action if necessary.

-Conflict Resolution: In the event of a dispute between the client and any vendor, the client agrees to resolve the matter amicably. The venue management will not intervene in disputes between the client and vendors.

-Non-Disclosure Agreement: Any confidential information shared between the venue and the client must not be disclosed to third parties without prior written consent. This includes financial details, personal information, and event specifics.

-Public Statements: The client agrees not to make any public statements that could harm the reputation of The Grand Heritage Resorts. Any grievances should be addressed privately and professionally.



9.Compliance with Laws:

- The client agrees to comply with all local laws and regulations related to the event.
- The client should also comply with the above policies or else necessary legal actions will be taken .

10.Photography and Marketing:

- The Grand Heritage Resorts reserves the right to use photographs and videos of the event for marketing purposes unless otherwise specified by the client.

****11.IMPORTANT NOTE**

- Any changes to the quotation or elements related to venue, catering or decoration must be made in writing and signed by both parties 15 days prior to the event and post that no changes will be accepted

- A separate document will be made stating the venues taken and the events that will be taking place in those along with the event flow, the catering menu for all days and the decor.

- Incase of weddings the client should present the ID proof of both the groom and bride and incase of other events ,ID proof of the person who is booking the venue.

- This agreement is binding upon both parties ,i.e. the client and the resort management.

By signing below, the client agrees to the terms and conditions outlined in this undertaking.

Client Name: _____

Type of Event:_____

Date of Event: _____

Special notes for this event: _____

Signature of client(rep 1):_____

Signature of client(rep 2):_____

Signature of Grand Heritage Resorts Representative: _____

(Flow of the event, Food menu and Decoration should be attached below along with signatures)