



WCCC CULTURAL FACILITY RESERVATIONS

1. TERMS AND CONDITIONS

The [Western Cape Cultural Commission](#) is mandated to promote, develop and preserve arts and culture in the Western Cape. The cultural facilities must be used in accordance with the terms and conditions as specified below.

1. Organisations will have access only to the specific area reserved and paid for.
2. Occupancy is not to exceed the capacity of the facility reserved.
3. Staff at the facility is available only for emergencies and to answer any requests for information regarding the usage of the cultural facility.

2. EXEMPTIONS

The following are not permitted for the duration of occupancy at the facilities:

1. Appliances which pose a fire risk at any of the sleeping quarters
2. Equipment posing a risk to the movable and immovable assets of the facilities as well as to the safety of clients
3. No fire-arms or dangerous weapons
4. Use of alcohol or illegal substances at the facility is strictly prohibited.
5. Legislation prohibits smoking in public areas therefore clients are required by law to smoke in designated areas.
6. Strict Water and Electricity usage, please ensure to close all taps properly and all lights to be switched off by 10:00pm
7. The noise level has to be kept to a minimum.
8. Surrounding areas to be kept in good condition.
9. Washing of cars is strictly prohibited.
10. No pets are allowed, except guide dogs for the blind and visually impaired.
11. The electronic gate has to be closed at all times for security purposes.

3. CULTURAL FACILITY TIMES

TYPE OF BOOKING	CHECK IN TIME	CHECK OUT TIME
Overnight booking	14:00	10:00
Day booking	08:00	16:00

- **If a client does not vacate the cultural facility at the agreed departure time, the client will forfeit the refundable deposit of R1000-00.**
- Visitations to view the facility with only be accommodated during the week between 8:00am – 14:00pm and is to be arranged with the facility Manager.
- Should the head count, upon arrival, exceed the number booked and paid for, the difference in the amount owing must immediately be deposited, as entrance to the facility will only be allowed once proof of payment has been provided.

4. TARIFF SYSTEM

Tariffs are as per the tariff register for daily and overnight accommodation, and are subject to change at the discretion of the Western Cape Cultural Commission, without notification.

Chalets	Weekday Tariff	Weekend Tariff
3 – 5 beds	R 250.00	R 350.00
6 – 8 beds	R 400.00	R 560.00
9 – 12 beds	R 600.00	R 840.00
13 – 15 beds	R 750.00	R 1 050.00
17 – 22 beds	R 1 100.00	R 1 540.00
26 – 30 beds	R 1 500.00	R 2 100.00
Hall Hiring	R 130.00 per day	R 150.00 per day
Kitchen Hiring	R 400.00 per day	R 500.00 per day
Boardroom Hiring	R 500.00 per day	R 500.00 per day (+ R100 per hour exceeding the 8 hours)
Daily Tariff	R 25.00 per person (minimum 100) = R2 500.00	
Deposit	R500 increases to R 1000. 00	

5. RESERVATIONS

Reservations are only confirmed on receipt of a confirmation letter via the generic email address: Cultural.Facilities@westerncape.gov.za

1. Day visitors, linked to an overnight booking, will be R25.00 charged per person.
2. A R1 000 refundable deposit will be included into the amount required when making a reservation, which is payable **within seven working days** from the confirmation letter date.
3. A 50% payment of the full amount must be paid within three (3) weeks of receipt of the confirmation letter.
4. The balance must be paid in **full one month** prior to the actual reservation date.
5. It remains the client`s responsibility to ensure that the proof of payment (i.e. deposit slip or internet bank confirmation) is uploaded onto the electronic system.
6. Failure to do so will result in an automatic cancellation via an email notification.
7. In the event of a reservation made less than one month before the actual reservation date, the full amount is payable **within 48 hours** after the confirmation of the application.
8. All prior debt must be cleared before any new reservation can be considered.
9. Right of admission is reserved in accordance with the Cultural Facilities Usage Policy.
10. The Department / Commission reserve the right to deny access or to evict guests who do not adhere to the terms and conditions. Money paid for these bookings will be forfeited.
11. All bookings are made on a first-come-first-served basis and no exceptions will be made.
12. No cash for reservations will be accepted at the Cultural Facilities.

6. CANCELLATION OF CONFIRMED RESERVATIONS

All cancellations for confirmed and fully paid reservations are subject to the following provisions:

1. Confirmed reservations cancelled 60 days or more prior to the reservation arrival date will be refunded. Only 10% of the paid amount will be deducted as an administrative fee.
2. Confirmed reservations cancelled 30 days prior to the reservation arrival date can be refunded in an amount equal to 50% of the total payment. The Commission shall retain 50% of the full reservation value.
3. Confirmed reservations cancelled less than 30 days prior to the reserved arrival dates will forfeit the total payment.
4. The balance must be paid in full one month prior to the actual reservation date. Failure to do so will result in an automatic cancellation.
5. There will be no refunds for fewer people attending than initially paid for.
6. All confirmed reservations must be cancelled in writing via the generic email address; cultural.facilities@westerncape.gov.za

7. The Department / Commission reserves the right to cancel the reservation/s without prior Notification if only partial payment is received, or should the proof of full payment not be received by the specified deadline date.

7. DAMAGES, BREAKAGES AND LOSS:

1. Upon departure, any damages or losses are to be recorded and signed for by both parties.
2. The client will be liable for any costs recorded which are related to damages to the facilities, and loss of keys and remote controls, during their stay at the facility.
3. Should there be any damages, breakages or losses, the R1000 refundable deposit will be forfeited. A detailed invoice will be provided with the deductions and if the damages exceed the R1000.00 the client will be liable to pay the difference.
4. Any additional cost due to damages, breakage or loss will be invoiced to the Client.
5. The invoice must be paid in full within 30 days of receipt of invoice.

8. DISCLAIMER CLAUSE

In making the cultural facilities available for utilisation by clients under this policy, the Western Cape Cultural Commission, under the auspices of the Department, will not accept accountability or liability arising from any of the following eventualities during the usage of the facilities:

1. The Department is not liable for any damage of material property, loss, or accidental injury, death, sickness or indisposition of any person/ persons which may occur during the occupation and/or usage of the cultural facility.
2. Theft, loss or damage to any personal property, whether or not allegedly due to the negligence of WCCC or the Department.
3. Clothing or any other items allegedly left behind at the facilities and any alleged damage or defect of any vehicle.
4. The Commission will not be held liable for interruptions of services by the Local Municipality regarding water, electricity, sanitary services etc.

9. CLOSURE OF FACILITIES BY DEPARTMENT / COMMISSION

1. Annually, the facilities will be closed for a period of two weeks commencing at the end of 3rd week in December until the 2nd week of January.
 2. The Department / Commission reserves the right to close the reservation for cultural facilities due to construction or environmental issues at any given time.
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