

The Gilded Room

TERMS & CONDITIONS

1. Exclusive Use, Capacity & Dining Options

The Gilded Room offers an elegant and intimate setting for private celebrations, corporate functions and special occasions. The venue can accommodate up to 35 guests, depending on table arrangements.

An exclusive-use fee applies according to the actual number of guests attending:

NUMBER OF GUESTS	EXCLUSIVE-USE FEE
Fewer than 15	R7,000
15–19	R6,000
20–24	R4,500
25–29	R3,500
30–34	R2,500
35 (maximum capacity)	R1,500

The exclusive-use fee is additional to food, beverage and optional décor charges. The final fee is based on actual attendance, even if this differs from the estimated or confirmed guest count.

Dining options include the Platter Menu, a prearranged selection from the full à la carte menu, or a bespoke menu designed with our Head Chef. All arrangements must be confirmed in advance.

2. Reservations & Booking Confirmation

All bookings are subject to availability. A booking deposit of R3,500 is payable within 48 hours after receipt of booking confirmation, unless otherwise agreed in writing. A reservation is confirmed only once the deposit is received and these Terms & Conditions are accepted. Until then, Monaco may release the room to other clients. The deposit is credited to the final function account.

3. Booking Duration & Time Allocation

Private functions are allocated four-hour booking slots, including agreed setup, the function itself and departure arrangements. Guests must vacate the room at the end of the allocated period. If an extension is available and approved by management, additional time is charged at R1,000 per hour or part thereof.

4. Guest Numbers & Final Confirmation

Provide an estimated guest count when booking and confirm anticipated attendance at least 72 hours before the event. The exclusive-use fee is calculated using the actual number of guests attending, and adjusted on the final account when attendance differs from the confirmed estimate.

Food ordered or prepared for the confirmed guest count remains payable even if fewer guests attend. Any increase in guest numbers depends on catering availability and venue capacity. The maximum attendance is 35 guests.

5. Deposits, Payment & Additional Charges

The R3,500 booking deposit secures the room and is not an additional fee. It will be deducted from the final account, which includes the actual-attendance exclusive-use fee, food and beverages, agreed décor or flowers, additional time and any other agreed charges.

The outstanding balance is payable on completion of the function unless agreed otherwise in writing. If the total account is lower than the deposit, the difference will be refunded, subject to lawful amounts due.

6. Cancellations & Changes to Bookings

Cancellation or requests to reschedule must be sent to Monaco management in writing. The following deposit treatment is the standard cancellation schedule, subject always to the reasonableness requirements of applicable South African consumer protection law:

NOTICE BEFORE EVENT	STANDARD DEPOSIT TREATMENT
14 days or more	Full refund
7-13 days	50% refund
Less than 7 days	Deposit forfeited
No-show	Deposit forfeited

Any cancellation charge will apply only to the extent reasonable in the circumstances, considering notice, costs incurred and the possibility of filling the booking. Reasonable non-recoverable charges for specifically ordered food, flowers, décor or suppliers may also be payable, without double recovery.

Rescheduling is subject to availability and management approval; agreed deposit transfers will be confirmed in writing. If Monaco cancels for reasons within its control, amounts paid for services not provided will be refunded, without prejudice to legal rights.

7. Menu Selection & Dietary Requirements

Menus must be finalised by the date agreed with management. Please disclose dietary restrictions and allergies in advance. Although reasonable care is taken, the kitchen handles multiple ingredients and cannot guarantee an allergen-free environment. Late menu changes are subject to availability.

8. Décor & Personalisation

Guests may bring personal table décor. Permanent structures and items attached to walls, floors, ceilings or fixtures are prohibited, including anything requiring drilling, nails, screws or adhesives. Décor must not damage furniture or finishes. Personal items must be removed after the event unless agreed otherwise. External suppliers must follow access and setup instructions.

9. Monaco Décor Collection

Monaco offers selected napkins, placemats, coloured glasses, flower pots and table accessories for hire or use, subject to availability. Additional charges may apply depending on selections and setup; these will be disclosed before confirmation.

10. Flowers & Floral Arrangements

Existing weekly fresh-flower arrangements and pots may be hired for R750 per function, subject to availability. Monaco can request a quotation from its florist for additional or theme-specific flowers. Guests may also bring their own compliant arrangements and pots.

11. Cakes & Outside Food or Beverages

Outside cakes are accepted only from appropriately registered suppliers able to present a valid Certificate of Acceptability (COA), where legally required, and other reasonably requested documentation. Homemade cakes or cakes from unregistered suppliers are not permitted. Monaco can assist with sourcing an approved cake supplier.

Other outside food or beverages require prior written management approval. Approved exceptions may carry additional agreed conditions or charges.

12. Conduct & Guest Responsibilities

The booking client must ensure guests and suppliers follow these terms. Guests must treat staff, patrons and property respectfully. Management may intervene in unsafe, unlawful or disruptive conduct and, in serious circumstances, require a person to leave or end the function, subject to law.

13. Damage & Liability

The booking client may be charged reasonable repair or replacement costs for damage caused by the client, guests or appointed suppliers. Guests should safeguard belongings. Monaco is not responsible for loss or damage except where liability arises under applicable law. No liability that cannot legally be excluded is excluded by these terms.

14. Venue Safety

Exits, walkways, emergency routes and fire equipment must remain accessible. Monaco may remove or relocate unsafe or damaging items. Special electrical or audiovisual installations require advance approval.

15. Unforeseen Circumstances

If circumstances beyond Monaco's reasonable control materially affect the event, management will communicate promptly and discuss appropriate alternatives, rescheduling or refunds in line with the booking agreement and applicable South African law.

16. Management Discretion & Special Requests

Monaco may make reasonable changes to seating, décor, setup, supplier arrangements or operations for safety and service delivery. Material changes will be communicated where practicable. Special requests and variations to agreed fees require advance written confirmation.

17. Acceptance of Terms & Conditions

Confirming a booking constitutes acceptance where these terms have been made available beforehand. Written special arrangements form part of the agreement. Updates will not retrospectively change confirmed bookings without agreement, except where required by law.