Terms & Conditions

On acceptance of any Quotation issued by Deannie Landgoed, the Client accepts the terms and conditions as set out herein. Please initial each page, sign and return to: **planning@deannielandgoed.co.za**

As of 16 March 2026, this is our latest terms and conditions and shall all previous T&C's be in void.

KINDLY NOTE: Office hours and planning are strictly Mon-Fri from 9:00-16:00.
After hours shall be billed at R595-00 per hour as an additional cost.

Please note: all goods supplied are subject to availability and Deannie Landgoed or the planner will advise in accordance, should you wish to hire any additional items it will be at your own cost.

Deannie Landgoed,
Vlaeberg Road,
Stellenbosch

www.deannielandgoed.co.za

021 301 0447

info@deannielandgoed.co.za

Our T's & C's

1. INTRODUCTION

These Terms and Conditions govern the provision of venue hire, wedding planning, coordination, catering, décor, bar services, and related event services provided by Deannie Landgoed ("the Venue").

By accepting a quotation, paying any deposit, or proceeding with a booking, the Client acknowledges that they have read, understood, and agree to be bound by these Terms and Conditions.

These Terms and Conditions supersede all previous versions and shall remain in force from 16 March 2026.

2. DEFINITIONS

For the purposes of this Agreement:

"Venue" shall mean Deannie Landgoed, situated on Vlaeberg Road, Stellenbosch.

"Client" shall mean the person(s) named on the quotation, booking confirmation, or agreement.

"Event" shall mean the wedding, function, celebration, or gathering for which the Venue has been reserved.

"Event Date" shall mean the date confirmed on the signed quotation and booking documentation.

"Supplier" shall mean any third-party contractor, service provider, entertainer, caterer, photographer, decorator, florist, or other vendor involved in the Event.

"Package" shall mean the venue hire package, all-inclusive package, or any customised package selected by the Client.

3. OFFICE HOURS AND COMMUNICATION

The Venue's office hours are Monday to Friday, between 09:00 and 16:00, excluding public holidays.

All planning consultations, meetings, venue visits, mock-ups, tastings, and administrative support shall take place during normal office hours unless otherwise agreed in writing.

Any meetings, consultations, planning sessions, administrative requests, or coordination services required outside of office hours may be subject to an after-hours administration fee of R595.00 per hour.

The Client agrees to communicate primarily through the nominated bridal couple or authorised booking party. To ensure clear communication and efficient planning, the Venue reserves the right to limit direct planning communication with third parties.

Our high season is a particularly busy period with consecutive events and bookings. We value your patience and will get back to you as quickly as possible.

4. QUOTATIONS AND BOOKING CONFIRMATION

All quotations remain valid for fourteen (14) calendar days from the date of issue.

The Venue reserves the right to amend quotations after this period due to supplier increases, inflationary adjustments, regulatory changes, or any other factors beyond its control.

A booking shall only be deemed confirmed once:
- The quotation has been accepted in writing;
- The required booking deposit has been received;
- A signed copy of these Terms and Conditions has been returned to the Venue.

Until all requirements have been fulfilled, the Venue reserves the right to release the requested date without notice.

Standard summer rates are applicable on public holidays and throughout the peak season period from December to April, including midweek bookings.

5. PAYMENT TERMS

Payment shall be made as follows:

Booking Deposit: A non-refundable booking deposit equal to twenty-five percent (25%) of the total package value is payable upon confirmation of the booking.

Supplier Retainer: A further twenty-five percent (25%) of the package value shall be payable no later than twelve (12) weeks prior to the Event Date. This payment enables the Venue to secure and confirm suppliers on behalf of the Client.

Final Balance: The remaining balance shall be paid in full no later than thirty (30) days prior to the Event Date.

Breakage Deposit: A refundable breakage deposit of R5,000.00 shall be payable fourteen (14) days prior to the Event Date.

The Venue reserves the right to deduct any damages, losses, penalties, cleaning fees, overtime charges, or outstanding amounts from the breakage deposit before any refund is processed.

Breakage deposits will ordinarily be refunded within ten (10) working days following the Event.

No services, equipment, décor items, supplier confirmations, or planning activities shall proceed until all required payments have been received.

6. VENUE HIRE AND ACCESS

The Venue shall be made available to the Client on the Event Date from 10:00 until 23:30, unless otherwise agreed in writing.

Any access required before or after the contracted hire period shall be subject to venue availability and may incur additional charges.

Where available, setup on the day preceding the Event may be arranged at a rate determined by the Venue.

The Venue reserves the right to restrict access to certain operational areas, staff facilities, storage rooms, kitchens, maintenance zones, and private property not designated for guest use.

All guests, suppliers, and service providers are required to comply with venue rules, signage, and staff instructions at all times.

7. BRIDAL PREPARATION SUITE
The Bridal Preparation Suite is available from 10:00 on the Event Date.

To ensure comfort, safety, and sufficient working space for service providers, occupancy is limited to a maximum of six (6) persons unless otherwise approved by the Venue.

The Bridal Suite package includes:
• One bottle of sparkling wine
• One juice & Water
• Tea and coffee station
• Dressing facilities
• Seating area
• Bridal preparation space

Additional beverages may be ordered through the Venue.
Should the Client elect to bring their own beverages into the Bridal Suite, applicable corkage fees shall apply.

The Bridal Suite must be vacated by 18:00 unless alternative arrangements have been approved in writing.

Should the room not be vacated by the required time, a surcharge may be deducted from the breakage deposit.

The Client shall remain responsible for any loss, damage, theft, excessive cleaning, or misuse of the Bridal Suite and its contents.

8. CEREMONY ARRANGEMENTS

The Venue offers multiple outdoor ceremony locations, including:

- Forest Ceremony Area
- Dam Ceremony Area
- Mountain View Ceremony Area

The ceremony setup included in the selected package may consist of:

- Ceremony seating
- Arch installation
- Sound system
- Microphone
- Ceremony décor
- Biodegradable confetti

The Venue reserves the right to determine final ceremony placement based on operational requirements, weather conditions, safety considerations, and venue logistics.

Only biodegradable confetti approved by the Venue may be used.

The use of non-approved confetti, glitter, paper products, rice, petals containing wire, plastic materials, or similar products may result in cleaning penalties and deductions from the breakage deposit.

9. RECEPTION SERVICES

The Venue shall provide reception facilities according to the selected package and confirmed quotation.

Reception inclusions may include:

- Venue hire
- Tables and chairs
- Standard décor elements
- Place settings
- Glassware
- Crockery
- Cutlery
- Staffing
- Setup and breakdown
- Sound equipment
- Lighting

Specific items remain subject to availability.

Where a particular chair style, linen option, décor item, or rental item becomes unavailable due to supplier limitations, the Venue reserves the right to provide a suitable alternative of comparable quality.

Requests for upgraded furniture, speciality décor, custom installations, or premium hire items may incur additional charges.

10. FINAL GUEST NUMBERS

The Client shall provide final confirmed guest numbers no later than thirty (30) days prior to the Event Date.

Final guest numbers shall include:
- The bridal couple
- Children attending
- External suppliers requiring catering
- Photographers
- Videographers
- Entertainment personnel
- Any additional guests requiring meals

Once final numbers have been confirmed, reductions may not qualify for refunds.

The Venue reserves the right to invoice the Client for any guests attending in excess of the confirmed numbers.

11. PLANNING AND COORDINATION

Planning and coordination services included within the package shall be conducted directly with the Client.

To ensure clear communication and accountability, planning instructions shall only be accepted from the contracting parties unless otherwise authorised in writing.

The Venue reserves the right to decline instructions, amendments, or requests received from third parties, including family members, wedding party members, friends, or external service providers.

The Venue's role is to coordinate and facilitate the Event in accordance with the agreed scope of services.

Any additional planning services beyond the agreed package may be charged separately.

12. REHEARSALS

A ceremony rehearsal may be arranged subject to venue availability.

Standard rehearsals are limited to one hour and shall ordinarily take place on the afternoon preceding the Event.

Attendance should be limited (10 people max) to the bridal party, officiant, and individuals directly involved in the ceremony.

Additional rehearsal sessions may be arranged at the Venue's discretion and may incur additional fees.

13. CATERING SERVICES

The Venue offers catering through its approved catering partners and suppliers.

Menu options, serving styles, and package inclusions shall be discussed during the planning process and confirmed in writing prior to the Event Date.

The Venue reserves the right to amend menu pricing should supplier costs, ingredient pricing, or operational expenses increase prior to the Event Date.

Special dietary requirements, including but not limited to vegetarian, vegan, halaal, kosher, gluten-free, allergy-sensitive, or custom meals, may be subject to additional charges.

Final dietary requirements must be submitted no later than thirty (30) days prior to the Event Date.

The Venue cannot guarantee an allergen-free environment and shall not be held liable for allergic reactions or dietary incidents arising from undisclosed medical conditions or dietary requirements.

Food prepared for the Event shall remain the property and responsibility of the Venue and its appointed caterers.

Food may not be removed from the premises after service unless specifically authorised by Venue management.

The Venue reserves the right to determine portion sizes, service quantities, and service methods based on the confirmed guest count.

Any external suppliers engaged directly by the Client, including photographers, videographers, entertainers, or service providers requiring meals, must be included in the final guest count.

14. BAR SERVICES AND ALCOHOL POLICY

The Venue operates a fully licensed bar and retains exclusive rights to the sale and service of alcoholic and non-alcoholic beverages on the premises.

No outside beverages, including alcoholic beverages, soft drinks, bottled water, juices, mixers, or similar products, may be brought onto the property without prior written approval from Venue management.

Approved beverages brought onto the premises shall be subject to applicable corkage fees - R120 corkage on wine, R750 on hard liquor. Corkage is pre-paid based on the final bottle count submitted before the event. This fee covers refrigeration, ice, and logistical preparation, and is strictly non-refundable for unopened bottles. We advise couples to plan their quantities carefully.

Bar services included within selected packages may include:

- Licensed bar facilities
- Bar staff
- Glassware
- Ice
- Garnishes
- Pre-drink service where applicable

No person other than authorised Venue personnel shall be permitted behind the bar area.

The Venue reserves the right to refuse service to any person who appears intoxicated, disruptive, underage, or in breach of applicable liquor legislation.

Alcohol shall not be sold or served to persons under the age of eighteen (18) years.

Guests are prohibited from consuming alcohol from vehicles, parking areas, or any unauthorised locations on the property.

Special beverage requests may be accommodated at the discretion of the Venue and may require advance payment.

Bar pricing may be adjusted from time to time in response to supplier increases, excise duties, taxation changes, or operational cost adjustments.

Any updated pricing shall apply only to bar purchases and shall not affect confirmed venue hire or package pricing.

Failure to comply with the Venue's alcohol policies may result in penalties(R5000), removal of beverages, suspension of bar service, or deductions from the breakage deposit.

15. WEDDING WEBSITE AND STATIONERY

Where included in the selected package, the Venue shall provide wedding stationery and website services according to its standard design offerings.

Save-the-date designs, seating charts, menus, name cards, table numbers, and website templates shall be created in accordance with the Venue's standard design framework.

The Venue reserves the right to charge additional design fees for:
- Excessive revisions
- Custom artwork
- Non-standard layouts
- Urgent design requests
- Additional printing requirements

The wedding website may include:
- RSVP functionality
- Couple's story
- Registry information
- Event details
- Dress code information
- Accommodation information
- Countdown timer

The Client remains responsible for distributing the website link to guests and managing responses received through the RSVP system.

The Venue shall not be held responsible for guest communication failures, incorrect guest information, or incomplete RSVP submissions.

Website hosting included in the package shall terminate following the Event Date unless continued hosting has been arranged and paid for separately.

16. DÉCOR, FLOWERS AND CONCEPT DESIGN

The Venue includes one concept design consultation as part of its all-inclusive wedding package.

This consultation serves to establish the overall visual direction, colour palette, floral requirements, layout, and design expectations for the Event.

The Venue may utilise approved suppliers, florists, and décor specialists to execute the agreed design concept.

The standard package includes décor elements as outlined in the confirmed quotation.

Additional floral installations, premium décor items, custom structures, speciality furniture, luxury linen, imported products, or non-standard design elements may incur additional charges.

Mock-up sessions, tastings, and concept consultations shall be conducted during normal office hours and by appointment only.

The Venue reserves the right to determine the practicality, safety, and feasibility of all proposed décor installations.
Any décor item not supplied by the Venue must receive prior approval before installation on the premises.

17. EXTERNAL SUPPLIERS

The Venue works closely with a network of preferred suppliers and service providers.

Where the Client elects to appoint external suppliers not included within the Venue's preferred supplier network, the Client remains solely responsible for those suppliers' performance, conduct, insurance, licensing, compliance, staffing, equipment, and service delivery.

The Venue accepts no liability for services rendered by external suppliers.

All external suppliers may be required to provide:

- Public liability insurance
- Health and safety documentation
- Certificates of compliance
- Licensing documentation where applicable

The Venue reserves the right to refuse access to any supplier who fails to comply with reasonable venue requirements.

Any additional administration, coordination, inspections, or compliance checks arising from the appointment of external suppliers may be subject to an administration fee.

External suppliers requiring meals must be included in the final guest count and catered for accordingly.

The Client indemnifies the Venue against any claim, loss, damage, or dispute arising from the appointment of external suppliers.

18. WEATHER AND FORCE MAJEURE

The Client acknowledges that outdoor events are subject to weather conditions beyond the Venue's control.

The Venue shall not be held liable for any disruption, delay, inconvenience, loss, or additional expense resulting from adverse weather conditions, including but not limited to rain, wind, hail, storms, flooding, lightning, extreme temperatures, or other natural events.

Where weather conditions are deemed unsafe or unsuitable, the Venue reserves the right to relocate the ceremony, reception, or any portion of the Event to an alternative area within the property.

The Venue's decision regarding weather-related relocations shall be final and shall be made in the interests of guest safety, staff safety, and property protection.

Should the Client request the erection of tents, marquees, flooring, weather protection structures, or similar installations, all associated costs shall be for the Client's account. No refunds shall be granted as a result of weather-related changes.

The Venue shall not be held liable for any failure or delay in performing its obligations where such failure arises from circumstances beyond its reasonable control, including but not limited to:

- Natural disasters
- Severe weather conditions
- Fire
- Government regulations
- Civil unrest
- Strikes
- Epidemics or pandemics
- Utility failures
- Supplier disruptions
- Any other force majeure event

19. POWER OUTAGES AND UTILITY INTERRUPTIONS

The Venue operates a solar and inverter backup system designed to minimise disruptions caused by power outages.

While every reasonable effort will be made to maintain uninterrupted services, the Venue cannot guarantee continuous electrical supply under all circumstances.

Should prolonged outages occur due to weather conditions, infrastructure failures, or other unforeseen events, the Venue reserves the right to utilise alternative power sources, including generators.

The Venue shall not be liable for any losses, delays, equipment failures, supplier interruptions, or consequential damages resulting from utility interruptions beyond its control.

20. DAMAGES, BREAKAGES AND LOSS

The Client shall be fully responsible for any loss, theft, damage, destruction, or excessive cleaning arising from the conduct of:

- The Client
- Guests
- Family members
- Bridal party members
- Contractors
- Suppliers
- Service providers
- Invitees attending the Event

The Client shall reimburse the Venue for the repair or replacement cost of any damaged property, equipment, furniture, décor, fixtures, fittings, glassware, crockery, linen, or venue assets.

The following items are strictly prohibited:

- Sparklers
- Fireworks
- Open flames not approved by the Venue
- Silly string sprays
- Smoke bombs
- Confetti cannons not approved by the Venue
- Illegal substances

The Venue reserves the right to deduct any applicable penalties, cleaning charges, repair costs, replacement costs, or administrative expenses from the breakage deposit.

Where damages exceed the value of the breakage deposit, the Client shall remain liable for the outstanding balance.

21. HEALTH, SAFETY AND VENUE RULES

The Venue is committed to maintaining a safe environment for guests, suppliers, and staff.

All persons attending the Event shall comply with:
- Venue rules
- Safety notices
- Emergency procedures
- Staff instructions
- Applicable legislation

The Venue reserves the right to remove any person whose behaviour is deemed:
- Dangerous
- Aggressive
- Disruptive
- Intoxicated
- Illegal
- Offensive to other guests

No illegal substances shall be permitted on the premises.

Smoking and vaping shall only be permitted in designated areas.

No person may interfere with Venue operations, staff members, suppliers, electrical systems, safety equipment, or restricted areas.

The Venue reserves the right to terminate any activity that poses a risk to guests, staff, property, animals, or the environment.

22. CHILDREN POLICY

For health and safety reasons, children under the age of twelve (12) years are not permitted at events hosted at Deannie Landgoed unless specifically approved in writing by Venue management.

This policy has been implemented due to:
- Open water features
- Uneven terrain
- Operational event areas
- Agricultural activities
- General safety considerations

Where exceptions are granted, parents and guardians shall remain fully responsible for the supervision, conduct, and safety of their children at all times.

The Venue accepts no responsibility for injuries, accidents, losses, or incidents involving minors attending the property.

23. EVENT TIMES
All weddings and events shall conclude no later than 23:30 unless otherwise agreed in writing.

Music must cease at 23:30 in accordance with municipal regulations and licensing requirements.

Any extension of operating hours shall be subject to prior approval and may incur additional venue, staffing, security, supplier, and licensing fees.

Guests remaining on the premises after the contracted event time may result in additional charges being levied against the Client.

24. CANCELLATION POLICY
The Client acknowledges that substantial planning, supplier commitments, administration, and operational preparation commence immediately upon confirmation of the booking.

Accordingly, the following cancellation terms shall apply:
Booking Deposit The initial booking deposit is non-refundable.

Supplier Retainer Any supplier payments already committed by the Venue on behalf of the Client shall remain payable.

Cancellation Charges
• More than six (6) months prior to the Event Date: Administration and supplier costs incurred to date shall be deducted.
• Three (3) to six (6) months prior to the Event Date: Up to 30% of the total contract value may be retained.
• Two (2) months prior to the Event Date: Up to 50% of the total contract value may be retained.
• Thirty-one (31) days or less prior to the Event Date: 100% of the contract value shall be payable.

All cancellations must be submitted in writing.

Any third-party supplier cancellation fees shall remain the responsibility of the Client.

No refunds shall be granted for unused services, guest reductions, supplier substitutions, adverse weather conditions, transportation issues, personal circumstances, or changes of preference.

25. INDEMNITY AND LIMITATION OF LIABILITY

All persons entering the property do so entirely at their own risk.

The Client acknowledges that the Venue contains natural, agricultural, and recreational features including but not limited to:

- Water features
- Dams
- Uneven terrain
- Stairs
- Parking areas
- Outdoor structures
- Agricultural infrastructure

The Client, guests, suppliers, and invitees voluntarily assume all risks associated with entering and using the property.

To the fullest extent permitted by law, the Client indemnifies and holds harmless:

- Deannie Landgoed
- Its owners
- Directors
- Employees
- Contractors
- Representatives
- Affiliated companies

against any claims, losses, damages, injuries, illness, death, costs, expenses, or liabilities arising from attendance at, participation in, or use of the Venue and its facilities.

Nothing in this Agreement shall limit any rights afforded to consumers under applicable South African legislation.

26. GENERAL CONDITIONS

The Venue reserves the right to amend operational procedures, supplier arrangements, venue layouts, and service delivery methods where reasonably necessary to ensure successful event execution.

Should any provision of this Agreement be found to be invalid or unenforceable, the remaining provisions shall remain in full force and effect.

This Agreement constitutes the entire agreement between the parties and supersedes any prior discussions, representations, or understandings.

No amendment shall be valid unless recorded in writing and signed by both parties.

By signing below, the Client confirms that they have read, understood, and accepted these Terms and Conditions in full.

CLIENT DETAILS

Bride: _____

ID Number: _____

Groom: _____

ID Number: _____

Event Date: _____

Date Signed: _____

Signature: _____

FOR DEANNIE LANDGOED

Authorised Representative: _____

Position: _____

Date: _____

Signature: _____

Initial Each Page: _____
Total Pages: _____
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