



THE INTERNATIONAL CENTRE, GOA

Booking Rules & Cancellation Policy - Conference Hall and Other Facilities

1. Booking Conference Hall and other Facility

- a) All bookings will be accepted on the basis of "first come first serve".
- b) Members should produce their Membership card or any other proof of identity with photograph at the time of booking.
- c) Conference hall or other facilities booked by Individual Members for his/ her guests will be charged at Non-Member's tariff.

2. Advance Policy

- a) All bookings will be confirmed on the receipt of an advance of 50% of the total estimated bill from Members (Individual/ Institution) and an advance of 90% of the total estimated bill from Non-Members.
- b) Advance may be paid by cash, Credit / Debit Card, DD/ Cheque, at par, in favour of "The International Centre Goa" payable at Panjim Goa. The advance payment can also be made via Wire Transfer/ RTGS (Real Time Gross Settlement) and the proof of such deposit should be submitted to the Reservations Dept to enable them to confirm the booking. However, ICG Reservations may allow time up to three days for making such payment at their own discretion
- c) The advance should be upgraded/ increased upon further confirmation of additional booking.

3. Confirmation of booking

- a) Booking of a conference hall or other facilities will be confirmed within 2 working days of receipt of the advance by fax/ email/ letter from the Reservations Department.
- b) Verbal requests from Members/ Non-Members for booking of conference halls or any other facilities shall be considered as tentative. Confirmation of such tentative booking shall be made only on receipt of written communication by fax/ email/ letter from the authorized person/ official within 3 days of the tentative booking. Failing which the tentative booking will be cancelled.
- c) All bookings made by Institutional Members will be confirmed upon receipt of "request letter" from the authorized person of the respective Institution and only if there is no payment outstanding for the period beyond 2 months.

4. Cancellation Policy – Conference Hall and Other Facilities

"Cancellations of confirmed bookings leave The International Centre Goa in a difficult position to sell valuable space. In the event of cancellation of the event post confirmation, deposit/s received by The International Centre Goa is subject to the following cancellation fee.

The following cancellation fee will be payable in full by Client to The International Centre Goa on the total expected billing in the event of cancellation.

All conference/ event cancellation must be notified in writing. Please note, that the initial advance deposit paid at the time of signing the contract, is non-refundable and forfeited in the event of cancellation.

Notification of Cancellation

Period Prior to Expected Arrival	Cancellation Fee
Before 30 days	25 % of the Guaranteed Revenue (Except F&B)
Between 30 - 15 days	50 % of the Guaranteed Revenue (Except F&B)
Between 15 - 7 days	90 % of the Guaranteed Revenue (Except F&B)
Between 7 days and arrival	100 % of the Guaranteed Revenue (No Exit Policy)

The retention charges for cancellation of rooms and event are charged, irrespective of the re-sellable value.

These amounts shall constitute full settlement of any and all obligations arising out of the non-performance of this agreement."

IMPORTANT: REFUND WILL NOT BE APPLICABLE TO ANY CANCELLATION OF VENUE/ROOMS BETWEEN 15th DECEMBER TO 15th JANUARY.

5. Catering Services

- a) The coordinator should coordinate with the authorized F&B staff and keep count of the number of Pax for the given programme / function.
- b) In the event of cancellation made on the same day, the entire estimated bill for the catering services, will be charged to the client.

6. Billing

- a) All bills (credit/ cash) for bookings made by Institutional Member will be issued in the name of the respective Institutional Member only.
- b) Individual Members/ clients have to make payment upon producing the bill.
- c) All demand drafts or cheques (at par) should be drawn in favour of "The International Centre, Goa".
- d) Any discrepancy, whatsoever, in the bill will lapse unless raised in writing within 7 days from the receipt of the bill. In the event of any dispute, same will be subject to Jurisdiction of Goa.
- e) All credit bills should be settled within 15 days from the date of the bill, failing which an interest of 18% p.a. will be charged.

7. Procedures for refund

- a) Intimation of canceling the booking should be given in writing along with original receipt of advance payment.
- b) Amount will be refunded as per the cancellation policy within 15 working days from the date of receipt of any such intimation/ cancellation letter.

8. Conference and other arrangements

- a) ICG will oblige to all the requirements specified by the client in the letter of agreement. ICG however, will not be responsible, in case of inability to fulfill any requirements due to the factors beyond ICG's control.
- b) ICG will provide the required number of tables and/or chairs as per the capacity of each venue without any additional charge. However any additional tables and/ or chairs will be charged to the client.
- c) ICG will not be responsible for any last minute changes in the conference requirements other than specified in the letter of agreement.

9. Eatables

- a) No eatables are allowed to be taken inside the conference halls.
- b) Food/ eatables brought from outside are not allowed to be consumed inside the premises of the ICG.

10. Non-availability of Conference Hall or Other Facility

- a) In cases the designated Conference hall or other facility is not available due to unforeseen circumstances beyond the control of the ICG, ICG reserves the right to transfer the client's function to an alternative venue. However, the client has the right to cancel the booking should the alternative venue be found unsuitable. In this instance, the advance previously paid for the function will be refunded and ICG shall not be liable for any consequential damages of any nature or for whatever reason.

11. Displays, Decorations & Promotions

With the exception of consent of ICG, the Member/ Non-member should:

- a) Not post, tack, nail, screw or otherwise affix and display, placards, labels or other decorative or promotional materials on any part of the function room, ICG furniture or any other property of ICG.
- b) Not display any poster or any other material which are, in the opinion of ICG, indecent or objectionable.
- c) Not remove any furniture, fittings or any other things from the function room and in particular not to block fire doors or emergency exits.
- d) Remove any arrangements, such as flower and/ or other decorations, etc., for the programme/ function made by the client or any outsourced agency other than the ICG without damaging ICG property as soon as the function is over. Failing which, the client will be charged an additional amount of Rs. 1000/- towards damages to ICG property.

12. Entertainment

- a) The client shall not permit or conduct any form of entertainment or any other service relating to the scheduled function without prior consent from ICG's management.
- b) Only instrumental and classical music will be allowed to be played for any programme scheduled in the premises of ICG.

- c) ICG shall have the right to control the volume or to stop any entertainment, game or other activity which is illegal, improper, and indecent or is likely to be a nuisance, in the opinion of ICG.
- d) Client outsourcing entertainment agency should ensure that the necessary license and approval is taken from the competent authorities. If the client requests ICG to provide service, it reserves the right to deny / accept the request in accordance to the agreed rates between Client and ICG. ICG will charge for electricity consumption for outsourcing electrical appliances, lights etc, however, if the generator is hired by the client, no charges will be levied for electricity consumption.

13. Closure Time

- a) Loud music, live or recorded, played for any function will not be allowed to play after 10:00 pm. due to restriction in the closure time by the Government authorities. However, if the guest wishes to extend the timing, necessary approval should be taken from the authorities. A copy of the approval should be submitted to ICG for record purpose.
- b) Parties extending beyond 11:00 pm will be charged Late Night fee of 2.5% per hour on the catering bill.
- c) No alcoholic drink will be served before 9 am and after 11 pm.

14. Damage to Property

- a) The client shall be responsible for any damage done to the conference hall or any other facilities, any part of the conference hall or any other facilities, or to any furniture, fittings, equipment or other property and shall make good and pay for any damage thereto (including accidental damage) caused by any act of omission (whether negligently or otherwise) of the client, his agent or any person attending or helping in the function.

15. Loss or Damage

- a) ICG shall not be liable to the Client or any of its guests attending the scheduled function for any loss, damage or injury howsoever caused, incurred or suffered by the guest or to their equipment whilst in the premises of ICG.

16. Excused non-performance

- a) If ICG is unable or prevented from carrying out all or part of its obligations under the agreement for any reason beyond ICG's control, including but not limited to any laws, regulations, policies or requirements by governmental or other authorities, strikes and other industrial action, act of God, and/or to natural and other disasters, then ICG shall be excused during the period of any such event from performing its obligations. Such inability shall as far as possible be remedied with reasonable dispatch.
- b) If ICG is unable or prevented from carrying out all or part of its obligations under the Agreement, ICG will give immediate notice to the client terminating the Agreement. Upon such termination the client shall have no claim whatsoever against ICG. In no case, shall ICG be liable for any consequential damages of any nature or for whatever reason.

17. Waiver

- a) If ICG fails or delays to exercise any right or power under this Agreement, ICG shall still be entitled to exercise the same at any future date and time.

18. Tax deducted at Source (TDS)

- a) The member or client has to express the intention of deducting tax at source and submit the TDS certificate before 30 April of each year.

INTERPRETATION

- "ICG" shall mean The International Centre, Goa.
- "Member" shall mean Individual or Institutional Member of The International Centre, Goa.
- "Client" shall mean the person or organization identified in the Confirmation Letter as the person or organization contracting for the function and shall include that person's or organization's employees or contractors.
- "Advance" shall mean the deposit payable as set out in the Confirmation Letter.
- "Agreement" shall mean the Confirmation Letter and the Banquet & Conference sales: Terms and Conditions.