



AVONTUUR

HELDERBERG • STELLENBOSCH

FREQUENTLY ASKED QUESTIONS

VENUE AREAS

Manor House Lawns

- Can be used for ceremonies up to 200 guests
- Can be used for receptions in a glass marquee for 200 seated guests.

Manor House Courtyard

- An outside reception option.
- Can seat up to 60 guests

VENUE HIRE

What is a provisional booking?

A provisional booking is the period in which you as the client considering Avontuur as a venue option has not yet paid a deposit to secure your preferred date. Your chosen date is temporarily booked for 5 working days until the signing of the quote and contract and making the deposit payment.

Is the day prior to an event available for set up?

This is at the discretion of the venue manager for an additional fee which is date dependant.

What is the venue hire duration?

The Venue hire duration runs from 08h00 to 00h00 on the event day.

Is overtime permitted in addition to the venue hire?

Overtime will only be permitted if organized in advance. No overtime will be allowed on the night of the event unless previously arranged.

Overtime is charged at R4 500per hour (excluding VAT) over the 00h00 venue hire cut off time. Overtime will also result in extra staff and manager charges. Due to liquor license particulars, the bar would need to close at 02h00 regardless of the function continuing.

In the case of bad weather, what is the Venue's backup plan?

Avontuur does not offer an inclement weather alternative option. You are welcome to book a tent from one of our preferred suppliers.

Are guests welcome to take photographs around the Estate?

Yes, taking photographs is permitted anywhere on the estate.



AVONTUUR

HELDERBERG • STELLENBOSCH

FREQUENTLY ASKED QUESTIONS CONT.

*This excludes inside the horse paddocks, which are off-limits.

Are there any noise restrictions on the estate?

Outdoor functions are permitted to play music until 00h00. Should a client wish to extend the venue hire until a later stage, loud music is permitted until the function is completed.

Does Avontuur have a generator?

There is a generator on the property which provides electricity 3 seconds after the electricity goes out. The generator use is at no extra charge to clients.

Is there three-phase power available at Avontuur?

There is 3 phase power available. Extension cables can be laid on the lawns if necessary.

Is there air-conditioning and/or a heating system within the venue?

The Manor House is an outdoors venue.

Does Avontuur have security measures in place?

Avontuur has 24/7 security at the entrance of the estate with a boom, guests must be signed in before entering. There are security guards for the parking areas who also roam around the estate.

Please note there are no CCTV cameras at Avontuur Estate.

Are there time restrictions as to when truck deliveries can take place?

All deliveries and collections to the estate must be declared in advance and may only take place during office hours (09h00-17h00).

Which entrance do vehicles use for delivery?

There is only one entrance to the estate. Delivery trucks are permitted to use the main entrance and parking area in front of the restaurant.

What is included in the venue hire?

the venue hire includes the following:

- Exclusive use of the estate,
- 14x white tables,
- White or clear Tiffany chairs (for your ceremony and reception),
- Glassware for the duration of your event (this is a pre-requisite line item on your invoice),
- Fully stocked bar (please kindly note that wines are required to be pre-purchased, and all other beverages are to be purchased from the Manor House),
- Service staff (this is a pre-requisite line item on your invoice),
- In-house coordination, photographic opportunities,



AVONTUUR

HELDERBERG • STELLENBOSCH

FREQUENTLY ASKED QUESTIONS CONT.

Items not included in the Venue Hire:

- Catering (we do have a fantastic company we can recommend),
- Beverages (other than the Avontuur wines, which are required to be used at any event hosted at the Manor House),
- Cutlery and crockery, cutlery,
- Additional cocktail furniture or lounge pockets,
- Bar structures, beverage storage/cooling options,
- Entertainment or sound,
- Additional ablutions for events of over 60 guests
- Lighting, décor and floral

COORDINATION AND VENUE MANAGEMENT

Do you need to have a coordinator for your event?

Should you host a wedding (at any venue at Avontuur) or have more than 25 guests attend any type of event at the Manor House, you will require an accredited event planner/ coordinator to be present on the day and for the duration of your event.

*Please note your coordinator may not be a guest at your wedding or event.

Does Avontuur offer in-house coordination?

Yes, Avontuur is partnered with Warren-Stone Weddings.

What are the Venue Manager's responsibilities?

- Manages the set-up, event and break down periods.
- Monitors all Avontuur operational equipment.
- Drafts and distributes function sheet for the event.
- Oversees parking and manages security.
- Organises cleaning of the venue before and after your function.
- Books and manages appropriate staff for the event.
- Order appropriate glassware on client's behalf for arrival, pre-drinks and reception
- Liaising with the catering department to manage timing of meal service during the function.
- Ensure stock take of wine and beverages is completed after the function.
- Manages the approval and signing of final bar slip at the end of the function.

Does Avontuur allow external beverages?

Outsourced beverages are only permitted in the case of wine. The corkage price for wines or MCC is R100.00 per 750ml bottle opened. No further beverages are permitted to be outsourced.



AVONTUUR

HELDERBERG • STELLENBOSCH

FREQUENTLY ASKED QUESTIONS CONT.

CATERING

Is external catering permitted at Avontuur?

The restaurant kitchen does not cater functions held at the Manor House; you would need to choose an external caterer for your function, who will also bring in all cutlery and crockery to be used at your function. Avontuur's preferred supplier for Manor House events is Concept Foods Catering. The cater is welcome to utilise the Manor House kitchen for preparations.

How far in advance should you confirm your guest numbers?

Guest numbers need to be finalised no less than 30 days prior to the event date.

What documentation does the Venue Manager require from your Event Coordinator 14 days prior to the function?

The Venue Manager requires:

- The client's final guest list including adults, children (Under 12) and service providers in alphabetical order according to first name,
- Final program including the timing breakdown of the event (Setup, guest arrival, mealtimes, any formalities, guest departure),
- Final menu choices and quantities for adults, children (Under 12) and service providers,
- Beverage list and the bar tab of options that should be served on the clients account, including pre-paid wine choices and quantities,
- Floorplan as to how the venue will be setup,
- Seating plan including a clear breakdown of where each guest is seated and their meal choice (Including any dietary requirements).
- Information on when suppliers are coming to drop off items for the function.

SOUND AND NOISE RESTRICTIONS

Are there any noise restrictions?

Any outdoor functions are permitted to play music until 00h00. Should a client wish to extend the venue hire until a later stage, loud music is permitted until the function is completed.

Loud music of over 35dB is prohibited in outside areas. It is the Client's responsibility to ensure that their assigned Coordinator and DJ are made aware of this.

Should any music a breach of Avontuur's regulations, Avontuur is entitled to turn down or turn off the music.



AVONTUUR

HELDERBERG • STELLENBOSCH

FREQUENTLY ASKED QUESTIONS CONT.

ACCOMMODATION

Does the venue hire include the price of accommodation?

No, the venue hire is charged for a private event to take place at the Manor House, The accommodation cost is separate to the venue hire.

What time is check in and check out?

Check-in is at 14h00 on the day of arrival and check-out is at 10h00 on the morning of departure in order for the house to be cleaned by the time the next guests check-in.

Is breakfast included in the package?

A complimentary continental breakfast is included for your stay at the Manor house.

SECURING A DATE AND PAYMENT

When is the final payment due?

The final payment is due no later than 14 days prior to the event date. Proof of payment should be emailed to the Avontuur Venue Manager – events@avontuurestate.com

What is a Refundable Breakage Deposit?

The refundable breakage deposit is R5 000. This is required to cover any damages to the venue or the venue property that may occur during the function. This deposit is required to be paid no later than 14 days prior to the event date. After the event, the refundable deposit will be refunded, less any breakages billed, within 14 days after the function date.

*Please do expect some breakages following any event. This is a normal occurrence and does happen at almost every event.

What does the glassware charge entail?

The glassware line item on the quote is an estimate as to the overall price of the required glassware for your function. This includes arrival, pre-drinks and reception glassware required for your chosen beverages. A more detailed glassware quote will be shared 2 weeks before your function, based on your function timing and beverages chosen which dictate the glassware required.

What does the service staff charge entail?

The staffing line item on the quote is an estimate as to the overall price for the staff number required for your function. We work off 1 staff member for every 10 guests and 1 barman for every 50 guests, as well as a staff manager for every event.

A more detailed staffing quote will be shared 2 weeks before your function, based on your final guest number and event programme.