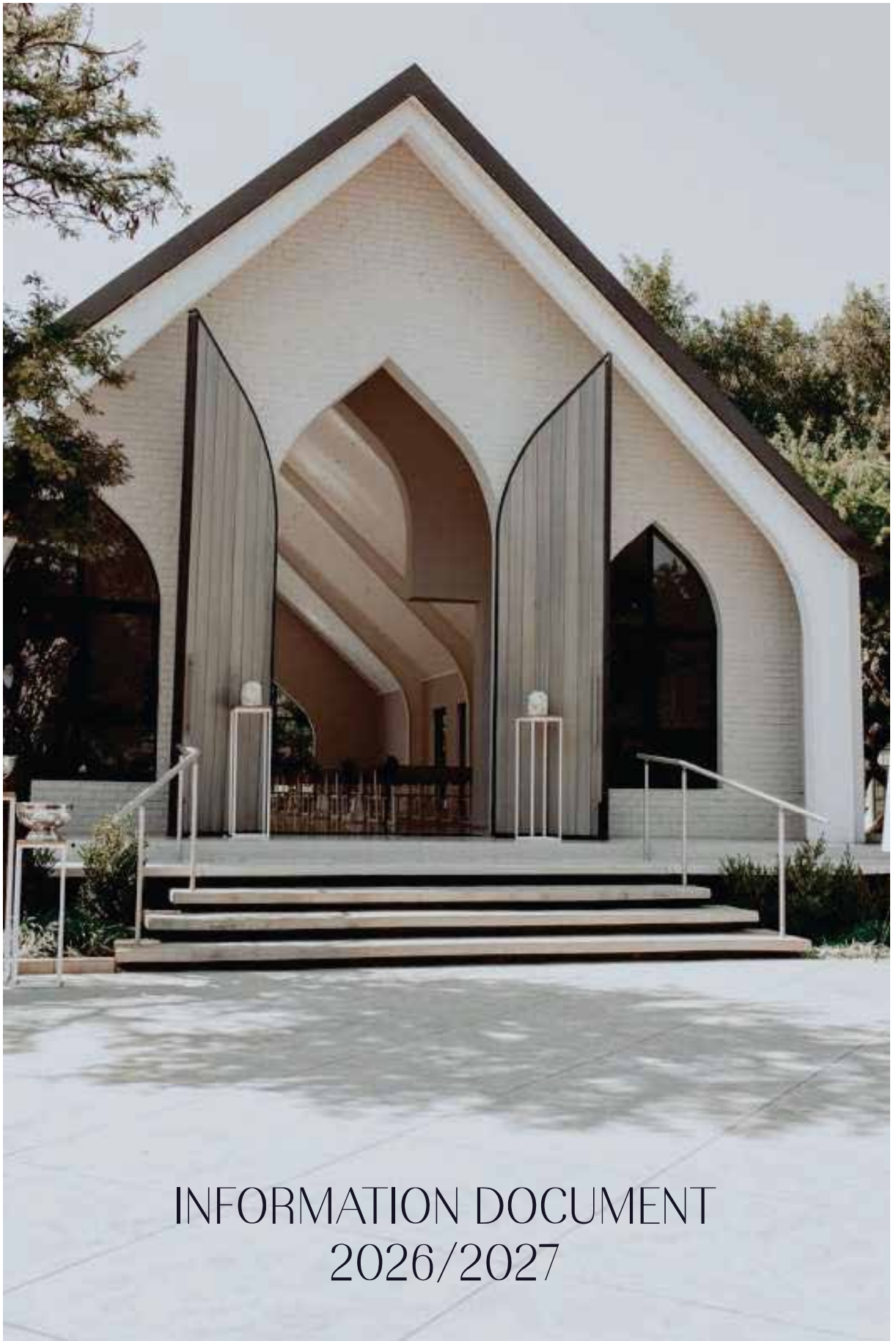




INFORMATION DOCUMENT
2026/2027

HELLO AND WELCOME TO ARTELIER

On behalf of the entire Artelier team, we are delighted to welcome you and congratulations on your engagement.

Thank you for considering Artelier as the setting for one of the most meaningful days of your lives. We are truly honoured to be part of your wedding journey and to host a celebration that reflects your love, your story, and your vision.

At Artelier, we believe that a wedding should feel effortless, beautifully curated, and deeply personal. Our role is to provide not only a timeless and inspiring space, but also the structure, experience, and support that allow your day to unfold seamlessly. From your first planning steps to the final moments of the evening, our experienced team is here to guide, support, and care for the details, so that you can focus on what truly matters.

This information folder has been thoughtfully compiled to give you a clear and transparent understanding of how Artelier operates, what is included in your venue hire, and the guidelines that help us deliver the level of quality and experience our couples expect. Our intention is not to overwhelm, but to ensure that there are no surprises – only clarity, confidence, and alignment.

We kindly ask that you take the time to read through this document carefully. It has been designed to answer most questions upfront and to support smooth planning for both you and your chosen suppliers.

Should anything be unclear, or should you wish to explore options that personalise your celebration further, please don't hesitate to reach out. We are always happy to assist and to find thoughtful solutions where possible.

Once again, congratulations on this exciting chapter. We look forward to welcoming you and your guests to Artelier and to celebrating the beginning of your marriage in a setting filled with warmth, beauty, and intention.

With our warmest regards,

Elaine & Dennis
Owners, Artelier



OUR PHILOSOPHY & APPROACH TO WEDDINGS

At Artelier, weddings are never treated as just another event. Each celebration is approached with care, structure, and intention, guided by a deep respect for what this day truly represents.

We understand that a wedding is far more than a date on a calendar. It is often a lifelong dream – imagined from a young age, carefully planned, and deeply personal. It may be a parent learning to let go, a family weaving together something meaningful, or a couple who has invested time, emotion, and sacrifice into celebrating their future together. This is never lost on us, and we hold it with the seriousness and respect it deserves.

Because of this, we work with a structured approach – a formula that we know works. This allows you to focus on the creative details, the emotion, and the celebration, while we take care of the mechanics behind the scenes. When the structure is sound, the magic has room to happen, and everything comes together seamlessly.

Above all, guest experience matters. We want you to feel that your wedding day was genuinely important to us, that your investment was honoured, and that every detail was handled with professionalism and heart. At the same time, we want your guests to leave feeling well looked after, relaxed, and happy – having experienced a day that felt thoughtful, generous, and memorable.

Flow and timing are essential to delivering this experience. A well-paced day allows formalities to unfold naturally, ensures food is served at its best, and prevents the celebration from feeling rushed or disjointed. When timelines lose structure, it affects not only logistics, but the overall mood and enjoyment of the day.

Finally, we believe deeply in calm professionalism. Weddings are emotional and fast-moving, and our responsibility is to remain steady, solution-focused, and composed. This is how we protect your experience and allow you to be fully present – to feel every moment without having to worry about what is happening in the background. That is our wish for you on your wedding day.

With this philosophy in mind, we have put together the guidelines in this document. They are not here to limit creativity, but to support the experience we promise and to ensure that the standard you expect from Artelier is delivered consistently. Over time, we have learned that clear boundaries are essential to creating exceptional experiences. These guidelines exist to protect the flow of the day, the quality of service, the venue itself, and the experience of everyone involved – including you, your guests, your suppliers, and our team.

No two weddings are ever the same, and we are always open to thoughtful discussion and considered solutions. However, certain principles are fundamental to how Artelier operates and to the level of care we are able to provide. Our intention is clarity, not restriction. When expectations are aligned from the beginning, planning becomes easier, decisions feel lighter, and your wedding day unfolds with confidence, ease, and joy.

ARTELIER VENUE HIRE	2026	2027
	1 OCT 2025 – 30 SEPT 2026	1 OCT 2026 – 30 SEPT 2027
FRIDAYS + DAY BEFORE PUBLIC HOLIDAY MINIMUM NUMBER OF 70 GUESTS*	R60,000	R65,000
SATURDAYS + PUBLIC HOLIDAYS MINIMUM NUMBER OF 80 GUESTS*	R65,000	R70,000
SUNDAYS–THURSDAYS <i>(excluding public holidays & day before)</i> MINIMUM NUMBER OF 50 GUESTS*	R52,500	R57,500
MORNING EVENTS <i>(Mon-Thurs 10:00 to 18:00, excluding public holidays & day before)</i> MAXIMUM NUMBER OF 50 GUESTS	R42,500	R47,500
WINTER EVENTS <i>(1 Jun to 31 Aug, 15:00 to 23:00)</i> APPLICABLE MINIMUM NUMBERS APPLY*	10% OFF APPLICABLE VENUE HIRE	10% OFF APPLICABLE VENUE HIRE

Your venue hire includes **eight (8) consecutive hours of function time**, starting from your scheduled ceremony or event start time, based on the season and day you've booked. We do allow a 30-minute arrival window just before the ceremony so guests can arrive, settle in, and be seated. If guests are invited to arrive more than 30 minutes early, this extra time will either need to be booked as overtime or arranged through a pre-booked holding option at Feast – The Eatery in advance.

Our standard function timeframes are:

Fridays & Saturdays *(including public holidays and days preceding public holidays): 16:00 – 24:00 (Summer) | 15:00 – 23:00 (Winter)*

Sundays – Thursdays *(excluding public holidays and days preceding public holidays): 14:00 – 22:00 (Summer) | 13:00 – 21:00 (Winter)*

Morning weddings *(Sundays – Thursdays, excluding public holidays and days preceding public holidays): 10:00 – 18:00 (Summer & Winter)*

These times follow industry norms and can be adjusted by prior agreement, but guest access may not exceed eight hours or run past the venue's closing time. A brief 30-minute departure window is allowed for guests to exit calmly, but this forms part of venue clearing procedures and is not an extension of venue hire. Any additional use beyond this will be charged as overtime.

Suppliers may access the venue from 08:00 on the day of the event, with all set-up to be completed no later than two (2) hours before the scheduled function start time, unless earlier access has been arranged in writing and charged accordingly.

If you'd like to extend your celebration beyond the included 8 hours, overtime can be booked in advance, subject to availability. Overtime is capped at a maximum of two (2) additional hours per function, and couples may choose between two options:

OVERTIME RATES	2026	2027
	1 OCT 2025 – 30 SEPT 2026	1 OCT 2026 – 30 SEPT 2027
VENUE OVERTIME – FIRST HOUR <i>Starting your event one hour earlier and/or extending the event time with one hour with access to the reception hall, but no later than 01:00.</i>	R8,250	R9,000
VENUE OVERTIME – SECOND HOUR <i>Starting your event one hour earlier and/or extending the event time with one hour with access to the reception hall, but no later than 01:00.</i>	R9,625	R10,500
BOMA OVERTIME – FIRST HOUR <i>Extending the evening with access to the boma only, but no later than 02:00. No reception hall access applies during boma overtime.</i>	R5,500	R6,000
BOMA OVERTIME – SECOND HOUR <i>Extending the evening with access to the boma only, but no later than 02:00. No reception hall access applies during boma overtime.</i>	R6,875	R7,500

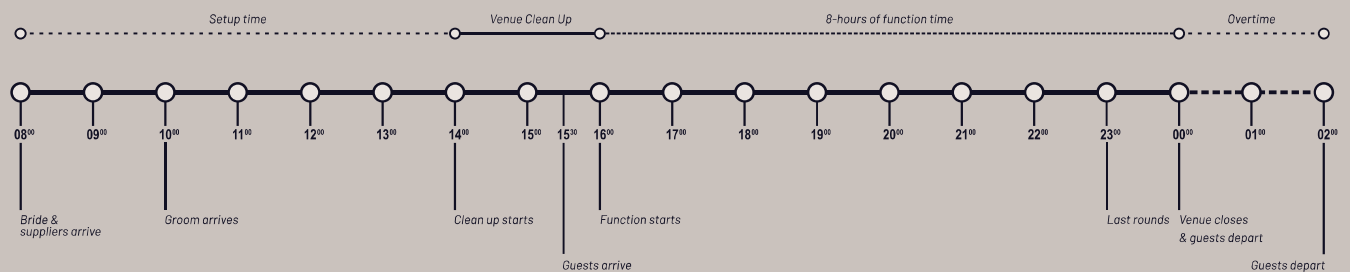
Overtime must be confirmed ahead of time and is non-refundable if it ends up not being used. If guests remain on the premises beyond the agreed closing time without pre-arranged overtime, an additional R2,000 surcharge (over and above the overtime fee) will apply, and payment must be settled on the night by cash or card, subject to staff availability.

During overtime, all beverages must still be purchased from the main bar, and no outside alcohol may be consumed anywhere on the premises. Wind-down times and bar service will be extended proportionately for the overtime period, with last rounds still called to allow for a smooth close. Please note that no DJ or amplified music is permitted in the boma during overtime – only soft background music may be played through the venue-provided Bluetooth speaker at the bar. The speaker may not be removed, and Artelier reserves the right to control volume levels at all times.

Couples who book overtime must either remain present until the end or nominate a responsible person to assist the Duty Manager with guest departure, ensuring the evening ends calmly and respectfully.



SAMPLE TIMELINE OF A SUMMER FUNCTION



PAYMENT TERMS

CONFIRMATION

A non-refundable booking fee of R20,000.00 is payable within 48 hours of date confirmation in order to reserve the event date. A booking is only considered secured once both the signed contract and booking fee have been received. The booking fee remains non-refundable until after the event has concluded and is held as a security deposit against any outstanding amounts, including but not limited to unpaid balances, damage, breakages, excessive cleaning, overtime, losses, or table linen damage. Where damages or outstanding amounts exceed the booking fee, the client remains fully liable for the balance. Artelier reserves the right to recover such costs through appropriate legal channels if required. Any remaining balance will be refunded to the client's nominated bank account within thirty(30) days after the event.

Payment of the booking fee constitutes acknowledgment that the client has read, understood, and accepted the terms and conditions set out in this document.

PAYMENT SCHEDULE

The event account is payable according to the following schedule, based on tentative numbers until final confirmation:

- Booking fee: payable within 48 hours of date confirmation
- 25% of the total estimated event account: 4 weeks after booking fee
- 25% of the total estimated event account: 6 months prior to the event
- 25% of the total estimated event account: 3 months prior to the event
- Final balance: payable 14 days before the event, based on confirmed numbers and the Final Arrangements Document

All final numbers are binding. No refunds will be issued for reductions after confirmation.

Payment due dates must be strictly adhered to in order to avoid penalties and/or cancellation of the booking. All amounts are payable in South African Rand (ZAR) and must be submitted to Artelier together with proof of payment. Payments may be made via Electronic Funds Transfer (EFT). **Cash deposits or card payments will be subject to any applicable bank or payment service provider transaction fees, which will be added to the main invoice.**

All payments must clearly reflect the client reference, being the invoice number and surname, and proof of payment must be forwarded to Artelier.

CANCELLATIONS

Artelier is committed to best practice and has aligned its cancellation policy with the Consumer Protection Act (CPA). Cancellation fees are structured as reasonable charges to cover costs incurred, loss of business, and the likelihood of rebooking the date. **All cancellations must be confirmed in writing.**

- More than 12 months prior to the event date: A cancellation fee equal to the booking fee will apply. Any additional payments made will be refunded to the nominated bank account provided in the contract.
- Between 6 and 12 months prior to the event date: A cancellation fee of 50% of the total event charges will apply. Any payments made in excess of this amount will be refunded.
- Between 4 and 6 months prior to the event date: A cancellation fee of 75% of the total event charges will apply. Any payments made in excess of this amount will be refunded.
- Within 2 months or less of the event date: A cancellation fee of 100% of the total event charges will apply, and no refund will be due.

In the event of non-payment of any fees by the due dates, Artelier reserves the right to cancel the booking after providing seven (7) days' written notice to remedy the breach, provided such cancellation does not occur later than 48 hours prior to the event. Artelier reserves the right to cancel a booking without liability in the event that the venue becomes unavailable due to fire, labour shortages, strikes, industrial unrest, or any circumstances beyond Artelier's reasonable control. In such cases, every reasonable effort will be made to assist in sourcing an alternative venue, where possible.

In all cases of cancellation, Artelier reserves the right to resell the event date.

POSTPONEMENTS

Should the client elect to postpone an event for any reason, a postponement fee of R20,000.00 will apply, in addition to the charges set out below. This fee reflects administrative costs, reallocation of resources, and loss of booking certainty. All postponements must be confirmed in writing.

- More than 12 months prior to the original event date: A postponement fee equal to the booking fee will apply. A new booking fee will be invoiced for the rescheduled date and must be paid within 48 hours to secure the new date. All other payments made will be transferred to the new event date.
- Between 6 and 12 months prior to the original event date: A postponement fee of 50% of the total event charges will apply. Any remaining payments will be transferred to the new event date.
- Between 4 and 6 months prior to the original event date: A postponement fee of 75% of the total event charges will apply. Any remaining payments will be transferred to the new event date.
- Within 2 months or less of the original event date: A postponement fee of 100% of the total event charges will apply.

Artelier reserves the right to resell the original event date following any postponement.

All refunds, where applicable, will be processed to the nominated bank account provided in the contract.



STANDARD VENUE HIRE HOURS

Approved suppliers may access the venue from 08:00 on the wedding day, with all setup to be completed no later than two (2) hours before guest arrival. The bridal suite opens at 08:00, and the groom's suite from 10:00. Venue hire includes eight (8) consecutive hours of guest function time unless overtime has been arranged. The venue closes strictly at the scheduled time for your booked season and date. A brief 30-minute departure window is allowed for guests to exit calmly, but this forms part of venue clearing procedures and is not an extension of venue hire. Any additional use beyond this will be charged as overtime.

VENUE VISITS AFTER BOOKING

Your booking includes three (3) venue visits, by appointment only. These are for viewing and planning purposes and do not include rehearsals, deliveries, early access, or setup outside of agreed hire times. Please note that visits by family, friends, planners, or suppliers count toward this allowance unless otherwise arranged.

BACK-UP SERVICES

Artelier is equipped with two generators and an inverter system in the reception area to support a smooth transition during load shedding or power interruptions (a brief delay may occur during switchover). The property also has an on-site borehole for water continuity where possible, and a maintenance manager is on standby during events. While interruptions are highly unlikely, Artelier cannot be held liable for service disruptions beyond our reasonable control. Full terms are set out in the Disclaimer and Indemnity section.

STAFFING & COORDINATION

A venue coordinator will be on-site throughout the day (08:00–20:00) to assist with venue-related questions and support. From 20:00 until the end of the evening, a Duty Manager will oversee operations and ensure everything runs smoothly.

Your hire includes the core staff needed for a seamless event, such as:

- Cleaning staff before and after the wedding
- Bar staff
- Wait staff aligned to your chosen menu and service style

Some service options (such as floating canapé service or additional plated courses) may require extra staff, which we'll discuss with you during final planning.

THE BRIDAL SUITE

The bridal suite is available from 08:00 for the bride and bridal party to get ready. The suite must be vacated 30 minutes before the event begins, and no later than 16:00, with all personal belongings removed. We recommend nominating a responsible person to move the bride's items to the groom's suite. The bridal suite may not be used by guests during the evening and should remain locked when not in use.

THE GROOM'S SUITE

The groom's suite is available from 10:00 and must be vacated 30 minutes before the event begins, and no later than 16:00. During the evening, the suite will be cleaned and prepared as the honeymoon suite for the bridal couple, including wedding-night accommodation and a complimentary bottle of sparkling wine. Breakfast the following morning is served at Three Oaks and an Aloe Boutique Hotel. The suite may not be used by guests during the event and should remain locked when not in use.

Check-out is strictly at 08:00 the next morning.

Please note that excessive cleaning requirements or the moving of furniture (particularly by photography or styling teams) may result in additional charges, as extra staff may be required to reset the room timeously.

INCLUDED IN THE VENUE HIRE

FURNITURE INCLUDED

THE CHAPEL

- Light wood & white steel benches (26)
- Podium (1)
- Registry table and two chairs
- Plinths (6, varying heights)
- Steel easel or A-frame stand (black or white)

THE CANAPÉS AREA

- Cocktail tables (11)
- White bistro chairs (30)
- Garden seating pockets with cushions (3)
- Artelier branded black umbrellas
- Outdoor bar (limited stock, strictly cash bar)

THE RECEPTION

- Rectangular wood tables (15)
- White bistro chairs (150)
- Speech podium (1)
- Plinths (6)
- Easel or A-frame stand (1)
- Round cake table (1)
- DJ table (1)
- Gift table (1)
- Envelope box (lock to be provided by the client)
- Conversation tables (5)
- Black cocktail chairs (20)

THE BOMA

- Three (3) bags of firewood (no own wood permitted)
- Grey boma cushions



EXCLUDED FROM VENUE HIRE

- R20,000 booking fee / breakage security deposit
- Catering (strictly no self-catering)
- Butler-style canapé service
- DJ, sound equipment, or additional lighting
- Bar account or hosted drinks
- Table wine or sparkling wine for toasts
- Welcome drinks and/or table juice/water
- Flowers, candles, styling, and décor
- Guest accommodation (excluding the honeymoon suite inclusion where applicable)
- External service providers (including babysitting)
- Full wedding coordination, including managing suppliers, moving décor or furniture, lighting candles, or overseeing setup

EXTRAS AVAILABLE

- Bench and chair pillows
- Additional easels or A-frame stands
- Arch frames
- Patio heaters and gas
- Mobile beer/gin stations
- Additional boma firewood (Artelier wood only)
- On-the-day wedding coordination

WEDDING COORDINATION

We strongly recommend appointing an on-the-day coordinator to ensure that your wedding runs smoothly and that the venue team can focus on delivering excellent service.

An on-the-day coordinator will typically oversee supplier arrivals and setup, manage your timeline, cue key moments such as the ceremony, speeches, and first dance, and serve as the main point of contact for suppliers and guests. They assist with practical details such as moving installations, lighting candles, and ensuring that your décor is executed as planned. Coordination may be arranged through Artelier at an additional fee, or you are welcome to appoint an independent coordinator of your choice.



Artelier offers the option of hosting morning and daytime weddings from Monday to Thursday, 10:00 to 18:00, excluding public holidays and the days preceding public holidays. These celebrations provide a relaxed, light-filled alternative to traditional evening weddings, allowing couples to enjoy a beautiful daytime ceremony, a garden reception, and a leisurely afternoon with their guests.

Morning weddings follow a condensed daytime timeline, typically beginning with a mid-morning ceremony, followed by a drinks and canapé reception, a relaxed lunch service, speeches, cake cutting, and a first dance before the afternoon concludes. While the schedule is adapted to suit a daytime flow, the same level of service, attention to detail, and overall guest experience remains consistent with our evening celebrations.

ACCESS & SETUP TIMES

Supplier Access: Suppliers may access the venue from 06:30 on the day of the wedding for setup and preparation.

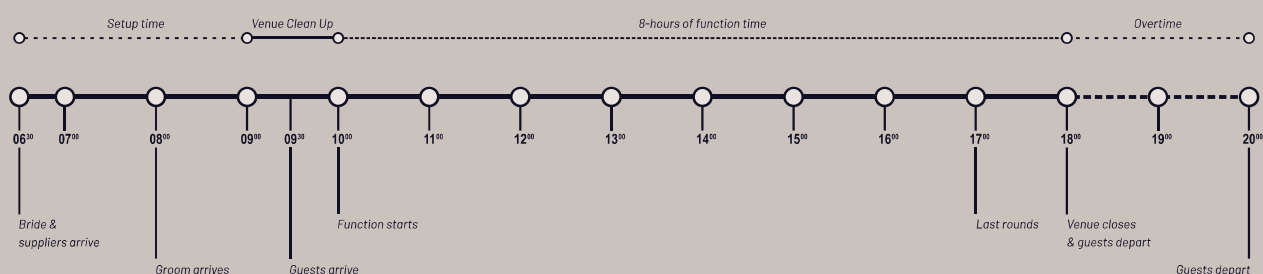
Bridal Suite: The bridal suite is available from 06:30 for hair, makeup, and preparations and must be vacated by 16:00, with all personal belongings removed.

Groom Suite: The groom suite is available from 08:00 for the groom and groomsmen and must be vacated by 16:00, with all personal belongings removed to allow housekeeping to prepare the honeymoon suite. In the event that the groom suite is occupied the previous night as the honeymoon suite, an alternative preparation room within the hotel will be provided. In such cases, the groom suite will still be prepared and converted into the honeymoon suite for the couple for the wedding night.

The venue hire includes the same standard venue furniture provided for all Artelier weddings, including ceremony seating as well as reception tables and chairs. Venue setup, preparation, and post-event cleaning are managed by the Artelier team in the same manner as for evening weddings.

All bar service, catering, music, sound management, and venue policies operate in accordance with Artelier's standard wedding terms and conditions. Where specific details are not outlined in this section, all general venue policies contained within this information document apply in full, including those relating to catering, bar service, music and sound management, supplier conduct, and house rules.

SAMPLE TIMELINE OF A MORNING FUNCTION





BAR SERVICE

ALCOHOL, CORKAGE & SMOKING POLICIES

Artelier is a fully licensed wedding venue, and all alcohol service is managed in accordance with liquor licensing laws, responsible service standards, and the smooth flow of your wedding day. All alcoholic beverages must be supplied and served exclusively by Artelier bar staff. Guests, members of the bridal party, and suppliers are not permitted behind the bar at any time, including access to fridges, glassware, ice, mixers, or storage areas. No alcohol will be served to any person under the age of eighteen (18), and Artelier reserves the right to request identification, refuse service, or limit alcohol consumption where necessary. The Duty Manager's decision in all responsible service matters is final.

To ensure a calm and well-managed conclusion to the evening, last rounds are called approximately forty-five (45) minutes before the scheduled end time, and the bar closes thirty (30) minutes before venue closing. No alcohol will be served after this point. Where approved overtime applies, bar service will be extended proportionately and will follow the same structured wind-down process.

Boot-drinking and unauthorised alcohol are strictly prohibited. Alcohol may not be consumed in parking areas or vehicles, and this includes drinking from cooler boxes or personal containers, pouring privately sourced alcohol into venue glassware, or removing venue glassware from bar areas. Purchasing mixers, ice, or soft drinks does not permit the consumption of outside alcohol. Guests found doing so will be required to stop immediately, and continued non-compliance may result in confiscation of alcohol, restriction or closure of bar service, removal of the guest, or the event being ended early. Should policies be ignored after a warning, or should any aggressive behaviour occur when rules are enforced, Artelier reserves the right to end the function without liability. In such cases, a penalty equal to the booking fee (R20,000.00) will apply and be retained in full.

Corkage is permitted only for limited speciality items not readily available through Artelier and must be approved in writing in advance. Where approved, corkage applies strictly to the agreed items, prescribed corkage fees will apply, and all corkage alcohol must still be served by Artelier bar staff as required by law. Quantities must be declared in advance. Mini bottles, alcoholic favours, or table gifts are considered outside alcohol and are not permitted without prior written approval. Where approved, corkage applies per bottle and all items must be managed through venue staff. Unopened alcoholic beverages purchased from Artelier may not be removed from the premises, and bar prices remain subject to change based on supplier or market fluctuations. Personalised water may not be brought onto the premises unless arranged through Artelier. Where required, personalised water service can be provided by the venue, with artwork supplied by the client and any design work quoted separately.

Artelier offers flexible bar billing options, all of which must be confirmed in writing prior to the event.

Cash Bar: Guests pay for their own drinks. No personal tabs are opened unless agreed in writing. Any unpaid amounts may be transferred to the client's account.

Open Bar: The client covers all beverages consumed by guests. A pre-approved limit must be paid 14 days prior to the event. Any over-expenditure must be settled on the night before further drinks are dispensed. A 10% staff gratuity will be added to the final bar account.

Limited Bar: The client may host selected beverages or set a spend limit. Once the agreed limit is reached, the bar reverts to a cash bar unless otherwise confirmed. The spend limit may be increased on the night by the client or nominated decision-maker. A 10% staff gratuity will be included in the predetermined limit.

Consumption is monitored in real time, and Artelier reserves the right to temporarily pause service to ensure responsible alcohol management.

SMOKING & VAPING

In line with South African legislation, smoking and vaping are strictly prohibited inside all Artelier buildings and are permitted only in designated smoking areas. Smoking is not allowed within ten (10) metres of entrances, including venue doors, bathrooms, bar areas, or accommodation suites. Cigarette butts must be disposed of in the bins provided and may not be discarded on the grounds. Failure to comply may result in fines and additional cleaning charges.

The client remains responsible for ensuring that all guests and suppliers comply with Artelier's bar policies.



MUSIC & SOUND

Artelier is located in a quiet residential and natural environment, and we are committed to hosting celebrations that respect our surroundings, neighbouring properties, and local regulations. Music and sound are therefore carefully managed to create a vibrant atmosphere while ensuring compliance with municipal by-laws and protecting the long-term integrity of the venue.

Artelier has a calibrated sound monitoring system installed, and sound levels are managed according to our in-house readings. Maximum sound levels may not exceed ninety-five (95) decibels when measured at the speaker. Volume will be monitored throughout the event, and Artelier reserves the right to adjust or reduce sound levels at any time should they approach permitted limits. The Venue Coordinator or Duty Manager's decision in this regard is final and will be based solely on Artelier's calibrated equipment.

All DJs, bands, and musical entertainers must operate professionally and comply with venue policies at all times. Music providers are required to hold valid SAMRO and SAMPRA licensing, and proof of compliance may be requested prior to or on the day of the event. All sound and lighting equipment brought onto the property must be SABS approved or accompanied by a valid Electrical Certificate of Compliance. DJs, bands, and entertainers may be required to sign a separate sound and noise compliance agreement. Failure to adhere to venue instructions may result in sound levels being reduced or switched off, penalties being applied, or the event being stopped entirely.

To protect neighbouring properties and ensure a structured wind-down, music timing is carefully managed. Microphones may not be used after speeches have concluded. All doors and windows will be closed during the latter part of the evening to limit sound travel. To allow for a gradual and respectful close, music will begin winding down approximately 45–60 minutes before closing, with volume reduced progressively. Final songs will be played within the last 30–45 minutes, after which music transitions to background level before stopping completely at the scheduled closing time. All music and entertainment must cease at the venue's scheduled closing time unless approved overtime has been arranged in advance.

Outdoor sound is permitted only during guest arrival and the canapé period, and must remain at soft background levels. This applies to all forms of music, including DJs, instrumentalists, acoustic performers, and live bands. No outdoor speakers, amplified sound, or music setups are permitted after this period. No sound equipment, speakers, or music systems may be set up outdoors during the reception, and music may not be played from vehicles at any time.

Certain sound-related effects are restricted for safety and environmental reasons. Smoke bombs, explosive effects, or similar items that create loud bangs are not permitted. Cold spark machines may be approved in advance, subject to safety compliance and positioning. Hand-held sparklers may be used only outdoors in designated areas and must be handled and disposed of responsibly.

To protect sound quality and comply with noise regulations, bass bins and subwoofers are not permitted under any circumstances. Artelier operates with a controlled sound profile, and all DJs and sound providers must configure their equipment accordingly.

The Venue Coordinator and Duty Manager have full authority to manage sound levels, music timing, and enforcement throughout the event. Any refusal by a DJ, supplier, or guest to comply with sound regulations will be addressed immediately. Repeated non-compliance, aggressive behaviour when sound restrictions are enforced, or attempts to bypass venue controls may result in sound being reduced or stopped, penalties being applied, suppliers being removed, or the event being ended early without liability to Artelier.

These measures are in place to ensure legal compliance, protect the venue's operating rights, and preserve the experience for every couple who chooses to celebrate at Artelier.

The client remains responsible for ensuring that all guests and suppliers comply with Artelier's sound policies.

Should any authority, municipal body, or law enforcement agency require sound reduction or event suspension, Artelier reserves the right to comply immediately without liability. No refunds or compensation will apply where compliance with legal or municipal directives is required.

CATERING & FOOD POLICY

All catering at Artelier is managed exclusively in-house to ensure consistent quality, smooth service flow, and full compliance with food safety standards. Outside catering is not permitted, and this includes all meals, snacks, and platters consumed in dressing suites or brought onto the property.

We offer a variety of menus designed to suit different wedding styles and budgets, including tiered menu options (Classic, Signature, and Luxe), as well as curated specialty offerings such as street food menus, heritage menus, and spitbraai experiences. Menu formats may include plated, buffet, or family-style service depending on your selected offering. Our menus are seasonal and updated periodically to reflect ingredient availability and quality.

All guests in attendance must be catered for. Final guest numbers are binding once confirmed, and reductions after confirmation are non-refundable. Should guest numbers increase on the day, additional meals will be charged at the quoted rate plus a surcharge. If confirmed numbers fall below the agreed minimum requirement, a minimum spend adjustment will apply.

Children between the ages of 3 and 11 are catered for via a dedicated children's menu, while infants aged 0-2 may share with parents or bring a meal from home. Children under 11 and suppliers are not counted toward minimum guest numbers, but must still be catered for.

Suppliers present during service are catered for at a reduced supplier rate and are seated at a designated supplier table to ensure smooth service flow. Should the client choose to seat service providers at guest tables, the full menu rate per person will apply, as this impacts service structure, portions, and overall guest experience.

Due to health and safety regulations, leftover food may not be removed from the venue, and guests may not bring outside food onto the premises. All menus remain subject to seasonal availability and ingredient supply.

Complimentary menu tastings for the bridal couple (two guests) are hosted on selected dates throughout the year. Additional guests may attend tastings at an additional cost, and booking is required.



EXTERNAL CATERING

POLICIES AND CHARGES



Artelier is a fully catered venue. However, in limited circumstances – such as where the majority of guests require specialised catering (for example Halaal, Kosher, or culturally specific menus) – the use of an external caterer may be considered, subject to prior written approval from Artelier management. Split catering arrangements (a combination of Artelier catering and external catering) are not permitted unless expressly approved in writing.

Where external catering is approved, a per-person surcharge will apply. This fee contributes toward the additional operational impact on the venue and includes the provision of waitstaff, use of Artelier's cutlery and crockery, and additional coordination. A kitchen usage fee and refundable kitchen deposit will also apply to cover controlled use of the kitchen facilities and the presence of a supervising chef or kitchen representative. The deposit is refundable after inspection of the kitchen following the event, less any applicable deductions for damage, excessive cleaning, or misuse. Artelier reserves the right to recover additional costs should damages exceed the deposit amount.

Artelier's kitchen is not Halaal or Kosher certified and may not be used for religiously certified food preparation. As such, no cooking, frying, baking, or food preparation may take place on-site. The kitchen may only be used for warming and controlled plating of food prepared off-site, and externally catered menus are therefore limited to buffet-style service.

Approved external caterers must:

- Supply their own chefs, staff, and serving equipment
- Provide food fully prepared off-site
- Comply with all health, safety, and hygiene legislation
- Operate within the venue's approved access times and policies

External caterers may access the venue two hours prior to the scheduled dinner service and must vacate the kitchen and service areas within one hour after dinner service concludes. All equipment, food items, and staff must depart the venue no later than 22:00, unless otherwise approved in writing. External caterers may not use Artelier's walk-in refrigerators or freezers. All food must be stored in the caterer's own refrigeration equipment or approved insulated storage units. Gas appliances, deep fryers, ovens, or high-load electrical equipment may not be connected without prior written approval from venue management.

Artelier will allocate a supervising chef or kitchen representative to oversee kitchen use and ensure compliance with venue standards and food safety protocols. This individual acts in a supervisory capacity only and will not assist with food preparation or service. Artelier's scullery facilities are reserved for venue operations and may not be used to clean external catering equipment unless pre-approved in writing. External caterers remain responsible for removing all equipment, waste, and materials from the premises on the same day. All food waste, oils, packaging, and catering refuse must be removed by the caterer, and venue waste facilities may not be used without approval.

External caterers must carry valid public liability insurance and comply with all applicable regulations. Artelier accepts no responsibility for the preparation, quality, allergen control, or food safety of externally supplied catering.

Final approval of any external catering arrangement remains at Artelier's sole discretion and must be confirmed in writing prior to booking confirmation.

DÉCOR & FLOWERS

Clients are welcome to appoint their own décor and floral suppliers. We do, however, have preferred suppliers that we are happy to recommend, who are familiar with the venue and understand our policies and setup requirements. All décor arrangements should be coordinated through the appointed planner or coordinator and must align with Artelier's venue guidelines.

Approved décor suppliers may access the venue from 08:00 on the wedding day, with all setup to be completed no later than two (2) hours before guest arrival. Setup should take place within these access times. If additional setup time is required outside of these hours, it may be arranged in advance, subject to venue availability, and will be charged as additional venue hire.

Any deliveries for décor or related items the day before the wedding must be arranged in advance with the venue coordinator and can only be accommodated if the venue is available. Deliveries the day before are for drop-off only during office hours, and no setup or installation may take place until the approved setup time on the wedding day.

The setup of décor, floral arrangements, and table items remains the responsibility of the appointed décor supplier, planner or coordinator. Please ensure that your décor supplier or a designated person places all name cards on the tables, lights candles at the appropriate time, and manages any adjustments to décor or floral arrangements during the event. Should Artelier staff be requested to assist with these tasks, an additional coordination fee will apply.

All décor items and floral arrangements should be cleared from the tables at the end of the event and removed from the property by 07:00 the following morning, unless otherwise arranged with venue management. Items not collected within the agreed timeframe may be removed and stored temporarily at the owner's risk, and additional handling or storage fees may apply. Where clients supply their own cutlery, crockery, or glassware, Artelier does not accept responsibility for cleaning or damages.

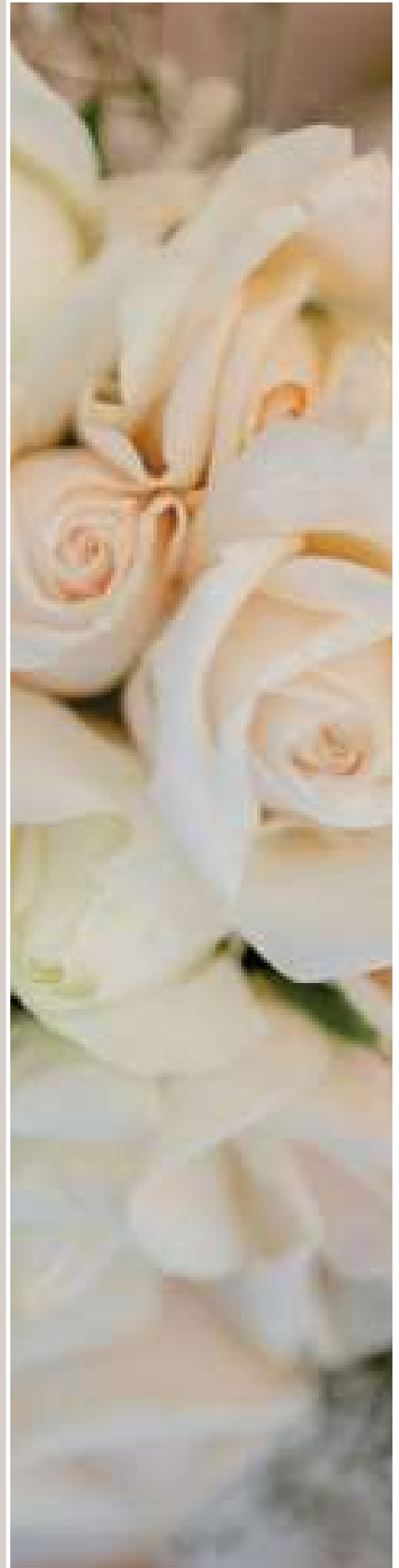
To protect the venue and ensure a safe environment, the following guidelines apply:

- Venue furniture, ceremony benches, tables, and/or chairs may not be moved without prior approval from venue management.
- **Adhesive materials such as vinyl decals, floor stickers, or tape may not be applied to the venue floors. The chapel and venue floors are painted surfaces, and adhesives may damage the finish. Should damage occur, a repainting fee covering materials and labour will apply.**
- Nails, screws, staples, adhesives, or mounting materials may not be used on walls, ceilings, floors, furniture, or windows.
- Décor items may not be attached to chapel windows or other glass surfaces, including the use of suction hooks or adhesive hooks.
- Candles must be placed in suitable holders or hurricane vases to prevent wax damage to tables or linen.
- Floral arrangements must be contained in appropriate vessels to prevent water damage to tables, floors, or linen.
- Hanging installations, ceiling décor, or large structures such as arches, frames, or backdrops must be approved in advance and must be fully self-supporting.
- Electrical décor items (such as fairy lights or neon signage) may only be connected to designated power points with prior approval.
- Flowers or foliage may not be taken from the venue gardens.
- **Confetti, rice, glitter, artificial petals, or similar materials are not permitted; natural confetti only. A clean-up fee will apply where restrictions are not observed.**

All décor installations should be safe, stable, and positioned so that they do not obstruct service areas, guest pathways, or emergency exits.

Artelier cannot accept responsibility for décor items, floral arrangements, or personal belongings left on the premises. Clients are encouraged to appoint a responsible person to collect items such as cake knives, cake stands, seating plans, gifts, envelopes, vases, and other personal belongings from the venue and suites at the appropriate times.

Any damage to venue property, structures, furniture, tables, chairs, or linen resulting from décor installations will be charged to the client at full replacement cost.



STAFF & COORDINATION

We take great pride in the professionalism and consistency of our service.

To ensure a seamless experience and maintain our standards, all staffing at the venue is managed exclusively by Artelier. Clients and suppliers may not appoint or direct any individuals to work on behalf of the venue or perform venue-related duties on the property.

Once your booking fee has been received, you will be assigned a dedicated Venue Coordinator. Your coordinator will guide you through all venue-related decisions, track payments, and schedule planning meetings. They will remain your primary point of contact for all venue matters throughout your journey with us. On the day of your wedding, your Venue Coordinator will be on-site from 08:00 to 20:00 to oversee all venue-related elements, after which our Duty Manager will take over until the conclusion of the event. Together, they ensure that all aspects relating to the venue – as outlined in your Final Wedding Brief – are executed smoothly and professionally.

It is important to note that Artelier's team manages the venue and its operations. Full wedding planning, supplier coordination, décor styling, and timeline management are not included unless on-the-day coordination has been arranged as an additional service. We strongly recommend appointing a professional coordinator to oversee these elements and act as the central point of contact for all suppliers.

Our service team includes experienced waitstaff, bar staff, cleaning staff, and operational support, all carefully allocated based on your guest numbers, menu style, and service format. Staffing levels are structured to ensure efficient service, responsible bar management, and a polished guest experience throughout your celebration. All Artelier staff operate under a clear internal management structure and may only take instructions from the Venue Coordinator or Duty Manager. This ensures consistency, accountability, and calm decision-making on the day. Suppliers and guests may not direct or utilise Artelier staff for non-venue-related tasks. Standard staffing hours are structured to align with your confirmed event timeline. Should the event extend beyond the agreed service period, additional staffing charges may apply at the prevailing rates. Artelier operates within structured staffing frameworks to ensure fair labour practices and to protect the quality and consistency of the service delivered. This approach allows our team to remain focused, composed, and attentive – creating a calm, well-managed environment in which your wedding can unfold beautifully.

Gratuities are not expected but are always appreciated at the client's discretion should you feel the team has delivered exceptional service. For events where a bar tab is hosted by the client, a 10% gratuity will be added to the final bar account, capped at R3,000, unless the client elects to increase the gratuity amount at their discretion.

Administrative correspondence is typically handled Monday to Friday between 09:00 and 16:00. As our coordinators work weekends, they may be off during the week; during this time, our admin team remains available to assist where needed.





ACCOMMODATION & HOLDING SPACES

Artelier is situated alongside Three Oaks and an Aloe Boutique Hotel, Feast – The Eatery, and Relax Spa. While each operates independently with its own management, booking systems, and terms, together they create the opportunity for a seamless and beautiful wedding weekend experience.

ACCOMMODATION & WEEKEND WEDDINGS

Three Oaks and an Aloe Boutique Hotel offers boutique accommodation within walking distance of Artelier, making it ideal for couples hosting out-of-town guests or planning a full weekend celebration. The hotel can accommodate up to 42 adults and 9 children, and features a variety of room types, including four spacious family villas (two bedrooms and a lounge area), perfectly suited to bridal parties and families.

All accommodation bookings are managed directly through Three Oaks and an Aloe Boutique Hotel and are subject to availability. Block booking rates may be available when reserving the full hotel, and minimum stay requirements may apply over peak periods and weekends. Standard hotel terms, conditions, and house rules apply. To maintain a peaceful environment for all guests, after-parties are not permitted in rooms or public areas.

In addition to the on-site hotel, there are several accommodation options in close proximity to the property. Guests staying at nearby establishments are welcome to join pre- and post-wedding gatherings hosted at Three Oaks and an Aloe Boutique Hotel or Feast – The Eatery, allowing everyone to remain part of the broader celebration while choosing accommodation that suits their needs.

PRE-WEDDING GATHERINGS & GUEST EXPERIENCES

Located on the same property, Feast – The Eatery offers relaxed yet stylish spaces that work beautifully as part of your wedding weekend planning. Couples may wish to consider:

- A welcome dinner or boma braai the evening before the wedding
- A casual drinks gathering for early-arriving guests
- A relaxed post-wedding breakfast or farewell brunch

Feast can also accommodate holding areas for early guest arrivals before formal venue access begins, ensuring guests are comfortably hosted while maintaining the structure of the wedding day timeline. All bookings are handled directly through the Feast team.

RELAX SPA

Relax Spa offers a tranquil space to unwind before or after the celebration. Bridal parties often enjoy spa mornings together prior to the wedding, or couples may choose to extend their stay with post-wedding treatments. Spa bookings are managed independently and are subject to availability.

MAKE A WEEKEND OF IT

For couples who wish to create more than just a single-day celebration, the proximity of Artelier, Three Oaks and an Aloe Boutique Hotel, Feast – The Eatery, and Relax Spa makes it possible to design a cohesive wedding weekend experience.

From a relaxed welcome evening under the stars, to spa time with your closest friends, to an elegant wedding celebration, followed by a farewell breakfast the next morning – everything can unfold within one beautifully curated setting.

While each business operates independently, together they offer the opportunity for a seamless, thoughtfully paced celebration that feels intentional, unrushed, and truly special.

VENUE RULES & POLICIES

These guidelines exist to protect the flow of the day, the condition of the venue, and the experience of every couple who celebrates at Artelier. They are based on years of experience and are designed to ensure that your wedding unfolds smoothly, safely, and beautifully.

The client remains responsible for ensuring that all guests, suppliers, and representatives are aware of and comply with these guidelines.
Non-compliance by third parties does not absolve the client of responsibility.

The Venue Coordinator and/or Duty Manager have full authority to interpret and enforce these guidelines on the day of the event. All decisions made in the interest of safety, compliance, and operational flow are final.



SUPPLIER ACCESS & SETUP

Approved suppliers may access the venue during the allocated setup window and must complete all setup within the agreed timeframe. Early access is not permitted unless arranged in writing in advance. Suppliers are expected to arrive fully equipped and self-sufficient, as Artelier does not provide tools, ladders, extension cords, or setup equipment.

All setup must be carried out by professional suppliers. DIY installations are not permitted, as they often compromise safety, quality, and timelines. Artelier reserves the right to refuse or remove any installation deemed unsafe, unsuitable, or non-compliant with venue standards.

Setup is limited to approved areas only, and venue furniture may not be moved, repurposed, or used as work surfaces without prior approval. **No taping, pinning, drilling, gluing, or fixing to walls, ceilings, floors, trees, furniture, or structures is permitted.**

DÉCOR & INSTALLATIONS

All décor and floral installations must be professionally managed and fully self-supporting. Candles must be enclosed in suitable holders to prevent wax damage, and all florals must be arranged in watertight containers to avoid damage to tables or linen.

Artelier staff do not set up décor items such as name cards, signage, candles, or personal styling elements. Clients are encouraged to appoint a supplier or trusted individual to manage these details on the day.

Foliage or flowers may not be removed from the gardens under any circumstances.

CAKES & FOOD ITEMS

Artelier provides a cake table; however, responsibility for the cake remains with the client and their supplier. Due to food safety and cross-contamination regulations, wedding cakes may not be stored in Artelier kitchen fridges. Cakes should be delivered close to the required time and may be stored in the bridal suite where appropriate.

Artelier does not assemble, move, store, or cut wedding cakes unless otherwise agreed in writing. Any leftover cake must be removed at the end of the event, as the venue cannot store perishable items.

PERSONAL ITEMS, GIFTS & STYLING DETAILS

Personal items such as gifts, envelopes, signage, cake stands, stationery, and décor remain the responsibility of the client and their appointed representatives. Artelier cannot take responsibility for the safekeeping or removal of personal belongings.

Clients are encouraged to appoint a responsible person to collect and remove all personal items at the conclusion of the event. Items left behind may be stored for a limited period at Artelier's discretion, after which storage fees may apply. Artelier accepts no liability for loss or damage to uncollected items.

CONFETTI & SPECIAL ELEMENTS

Only biodegradable, environmentally friendly confetti is permitted. Paper confetti, confetti bombs, glitter confetti, balloons releases, fireworks, and similar elements are not allowed unless approved in writing in advance and may carry additional cleaning or safety charges. Special effects such as candles, installations, or symbolic rituals must always comply with venue safety guidelines.

CHILDREN & SUPERVISION

Children are welcome at Artelier; however, they must be supervised by a responsible adult at all times. As the property includes natural landscaping, water features, and various operational areas, unsupervised children may be exposed to potential safety hazards. The client remains responsible for ensuring that all children are properly supervised throughout the event and for any damage caused by minors.

SUPPLIER CONDUCT & PROFESSIONAL STANDARDS

All suppliers are expected to conduct themselves professionally and respectfully toward guests, staff, and the venue. Artelier reserves the right to restrict or remove any supplier whose conduct is unsafe, disruptive, or non-compliant with venue policies.

Suppliers are responsible for their own equipment, setup, and breakdown unless otherwise agreed in writing.

GUEST CONDUCT

Guests are expected to conduct themselves respectfully toward staff, suppliers, other guests, and the property at all times. Abusive, aggressive, unsafe, or disruptive behaviour will not be tolerated. Artelier reserves the right of admission and may refuse entry to or remove any person whose behaviour is deemed inappropriate or non-compliant with venue policies.

PROGRAMME & TIMING RESPONSIBILITY

The client is responsible for the accuracy and execution of the event programme. Delays to ceremonies, speeches, or formalities do not extend venue hire hours, staffing, or bar service unless overtime has been arranged in advance.

A well-structured timeline ensures the best possible experience for both the couple and their guests, and adherence to agreed timings is essential to maintaining flow and service quality.

WEATHER CONSIDERATIONS

Outdoor elements of the wedding remain subject to weather conditions. While Artelier will assist with reasonable adjustments where possible, the client and their suppliers remain responsible for weather-related planning and contingencies.

DAMAGE & VENUE CARE

Any damage to the venue, furnishings, landscaping, or equipment caused by guests, suppliers, or installations will be assessed and charged accordingly. This includes damage occurring during setup, the event, or breakdown.

These guidelines exist to protect the venue and ensure that every celebration hosted at Artelier is delivered to the highest standard.

LOST PROPERTY

Artelier cannot accept responsibility for personal items left on the premises after the event. Any items found may be recorded as lost property and held for a limited time at the venue's discretion.

PHOTOGRAPHY & MEDIA

Artelier may capture and make use of venue-focused imagery for marketing and portfolio purposes. This includes photographs that showcase the venue, styling, layout, and overall atmosphere in a real event setting. Care is taken to focus on the space, presentation, and experience of the venue rather than personal or sensitive moments, while still allowing Artelier to accurately represent how the venue is experienced on the day.

We also warmly welcome couples to share professional photographs of the venue, décor, and setup after their wedding. This allows us to showcase the space as it was styled for your celebration. Where possible, Artelier will credit and tag the photographers and suppliers involved when such imagery is used.

All events remain subject to applicable laws, municipal by-laws, and safety regulations. Artelier will not be held liable for loss, damage, injury, or disruption arising from the actions of guests or suppliers, natural features of the property, or circumstances beyond its reasonable control. Full terms are outlined in the Disclaimer and Indemnity section of this document.

DISCLAIMERS, LIABILITY & INDEMNITY

These clauses are not intended to alarm, but to ensure clarity and fairness for all parties. They exist to protect the integrity of the venue, the safety of all guests, and the experience we strive to deliver for every couple.

NATURAL FEATURES & WATER SAFETY

Artelier is a natural, landscaped venue that includes ponds, water features, uneven surfaces, and outdoor elements. No swimming is permitted in any ponds or water features. Edges may be slippery, and guests are required to exercise caution when moving around the property. Children must be supervised at all times. Artelier accepts no liability for injury, loss, or harm resulting from interaction with natural features on the property.

ANIMALS ON THE PROPERTY

Animals reside on the property, and all guests – including children – are expected to treat them with care and respect. Animals may not be chased, fed, handled, or disturbed. Artelier reserves the right to intervene where behaviour poses a risk to guests, animals, or staff.

BOMA & FIRE SAFETY

Fires are permitted only in designated boma areas and are managed exclusively by Artelier staff. No unauthorised fires, fireworks, or open flames are permitted anywhere on the property. Only venue-supplied firewood may be used. Non-compliance may result in penalties and immediate extinguishing of fires.

SECURITY & PARKING

Security personnel may be present; however, vehicles and belongings remain on the premises at the owner's risk. Artelier cannot guarantee prevention of theft, damage, or criminal activity and accepts no liability for loss or damage to vehicles or personal property. Additional security may be arranged at the client's request and cost.

PERSONAL BELONGINGS

Artelier accepts no responsibility for the loss, theft, or damage of personal belongings, gifts, décor items, or hired equipment brought onto the premises by the client, guests, or suppliers. Clients are encouraged to nominate a responsible person to oversee valuables and collections.

THIRD-PARTY SUPPLIERS

Artelier does not accept responsibility for the performance, conduct, or services of any third-party

suppliers appointed by the client. This includes suppliers listed on Artelier's preferred supplier list and those included in any all-inclusive packages. All suppliers operate independently and remain fully liable for their own staff, equipment, insurance, and compliance. Any disputes or claims relating to third-party suppliers must be addressed directly with the supplier concerned.

ALCOHOL & GUEST CONDUCT

Artelier enforces responsible alcohol service in line with legal requirements. However, the venue shall not be held liable for any injury, loss, or damages arising from alcohol consumption or guest behaviour. Guests remain responsible for their own conduct and wellbeing. Artelier reserves the right to refuse service, restrict alcohol service, or remove guests where necessary.

VENUE EVOLUTION & SHOWROUNDS

Artelier is a continuously evolving venue. Management reserves the right to make aesthetic or structural improvements to enhance the property, provided the overall standard and experience are maintained. The venue may also be shown to prospective clients during setup or breakdown periods, without disruption to the booked event.

INFRASTRUCTURE & SERVICE INTERRUPTIONS

While Artelier takes reasonable measures to ensure continuity of services, the venue cannot be held liable for interruptions beyond its control. This includes, but is not limited to:

- Electricity failures or load shedding
- Water supply interruptions
- Municipal or national infrastructure instability
- Network or utility disruptions

All such circumstances are considered force majeure where outside reasonable venue control.

WEATHER & OUTDOOR ELEMENTS

Where any portion of the event is planned outdoors, the client accepts full responsibility for weather-related risks and contingency decisions. Artelier will assist with reasonable alternatives where possible, but cannot guarantee identical setups, layouts, or aesthetics. No refunds or compensation will apply due to weather-related changes.

SOCIAL MEDIA & COMMUNICATION

We value honest and respectful communication. Should any concerns arise, we kindly ask that these be raised

directly with venue management first, so they can be addressed thoughtfully and in good faith. Clients agree not to publish false, misleading, or defamatory statements about Artelier on social media or public platforms. Where commentary is inaccurate, one-sided, or harmful, Artelier reserves the right to respond publicly, present its position, and/or pursue appropriate legal remedies, including the removal of such content.

GENERAL DISCLAIMER

The premises are entered into and used entirely at the client's and guests' own risk. Artelier, its owners, employees, agents, and contractors shall not be held liable for any injury, loss, damage, or death arising from the use of the venue, facilities, natural environment, or services.

FORCE MAJEURE

Artelier reserves the right to cancel, suspend, or modify an event without liability in the event of circumstances beyond its reasonable control, including but not limited to fire, extreme weather, labour unrest, infrastructure failure, government restrictions, or other force majeure events. Clients are responsible for arranging their own event insurance to mitigate risks associated with force majeure or unforeseen disruptions.

INDEMNITY

The client hereby indemnifies and holds Artelier harmless against any claims, damages, losses, fines, legal costs, or liabilities arising from:

- Actions or omissions of the client, guests, or suppliers
- Damage to property or injury occurring during the event
- Breach of venue policies or legal requirements
- Conduct of third-party suppliers or attendees

This indemnity applies whether arising from negligence, accident, or unforeseen circumstances, to the fullest extent permitted by law.

RIGHT OF ADMISSION

Right of admission is reserved at all times. Artelier retains full authority to refuse entry, remove individuals, or terminate proceedings where safety, legal compliance, or venue integrity is at risk.

If any provision of this agreement is found to be unenforceable, the remaining provisions shall remain in full force and effect.



info@artelier.co.za | 068 368 0488 | www.artelier.co.za