

TERMS & CONDITIONS

BOOKING & TERMS OF PAYMENT

- The date is not booked at the moment of the enquiry unless it is secured with a **non-refundable 50% deposit**.
- We accept tentative bookings without payment, however if we receive other enquiries for the same date, your tentative booking must be secured with a 50% deposit within 48 hours after which *“first come first served”* basis will apply.
- **Balance rental payment** of the selected venues is required 3 months before the event date.
- Beverage and others should be paid at the end of the event.
- A separate **Security Deposit** of RM 2,000 is required for breakages or losses, payable upon booking confirmation (please advise your service providers accordingly). This deposit will be refunded after we have inspected the premises, less any breakages or losses as determined by our management.
- Mode of payment: credit card, bank transfer or crossed cheque payable to **CIAO BAR-CAFFE RISTORANTE SDN BHD**. Bank details: RHB Bank Account No. 21412900017000. Please email your bank-in slip to info@ciao.com.my.
- Prices are subject to changes unless the booking is confirmed by a non-refundable full payment.

CANCELLATION & POSTPONEMENT POLICY

- In case of cancellation or postponement, the payment made may be refunded or carried forward provided that the cancelled date will be replaced with another booking by another client (SST will be deducted). If postponement is due to Covid 19 MCO SOPs, the deposit will be automatically carried forward to the next available date and there will be no refund for outright cancellations. In all cases, the postponed date will be subject to the date’s availability.

SET UP AND TEARDOWN

- Decorations and other set-up are permitted with prior agreement and within the selected time and venues; teardown and clearance of the venues are required to be carried out by the client/client’s vendor immediately after the event.
- Early access to the venues or extension of time can be granted subject to venue’s availability 3 days before the event date and might be subject to additional charges upon management discretion.
- Any set up and teardown must be done in an appropriate and professional manner. Client will be financially responsible for damages, breakages and losses caused by client, contractors, wedding planners or entertainment providers hired by client.

ENTERTAINMENT TERMS AND CONDITIONS

- Own vendors are welcome. AV service providers should bring their own sound system and equipment in full.
- Sound volume should be kept within a reasonable level during the event.
- Please advise your entertainment providers regarding our terms and conditions. We reserve the right to act accordingly if terms and conditions are not observed.
- No alcohol for patrons below 21 years of age. Drugs are strictly prohibited on the premises.

FORCE MAJEURE

- Ciao shall not be liable and/or responsible for any losses, damages and costs arising therefrom in the event the date(s) booked for the Event(s) is cancelled, and such cancellation is as a result of Acts of God (including fire, flood, pandemic situation, earthquake, storm or other natural disaster), terrorist activities, strikes or the restaurant, building, property is destroyed or damaged by fire or the property or any part thereof is acquired by the relevant authorities and due notification given to the Client(s), then and in such an event, all payments made shall be refunded free of interest.

COVID 19 SOP

- Social distancing measures must be observed and all other rules, regulations and standard operating procedure imposed by the Relevant Authorities from time to time or during the period of the event’s date must be fully complied with. The restaurant shall NOT be responsible or liable for any breach or non-observation or non-compliance of relevant authorities’ rules and regulation by your invitees, guests, patrons and any other person or person in attendance.

Terms and conditions accepted by:

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Name:

I/C-Passport:

Date:

All prices are subject to 10% service charge and prevailing SST (currently at 6%)

Ciao Bar-Caffe Ristorante Sdn Bhd (137578-D)

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