

Estoria Manila General Terms & Conditions

1. Offered and published rates are subject to change without prior notice.
2. A 50% deposit is required to guarantee the reservation, with the remaining 50% balance due two (2) weeks before the event date. The deposit is non-refundable, non-rebookable, and non-transferable.
3. **Cancellation Policy:**
 - Deposits are non-refundable if the reservation is canceled for any reason.
 - However, the client may convert the deposit into an Ala Carte dine-in credit (single receipt and reservation only). *Senior and PWD discount will no longer apply.*
4. Drilling, adhesives, tapes, staples, nails, and paint are strictly prohibited for event setup. Any damages incurred will be charged accordingly at Estoria's discretion.
5. Open flames, sparklers, party poppers, and helium balloons are not allowed inside the venue.
6. Smoking, including e-cigarettes and vapes, is strictly prohibited within the premises.
7. Sound limits must be observed.
8. A complete list of suppliers must be submitted at least two (2) weeks before the event date.
9. Clients are fully responsible for any damages incurred during the event, including ingress and egress.
10. Estoria Manila is not liable for any damages, loss, or injuries that may occur.
11. In the case of force majeure, events may be rescheduled, subject to venue availability.
12. **Basic Styling** inclusions cover:
 - Tables, fabric, and dried foliage/flowers only.
 - Additional fees apply for fresh flowers.
 - For backdrop, aisle treatment, entrance arch, and other styling elements, additional fees may apply. Styling package starts at P10,000.
13. **Basic Sound System** Inclusions:
 - Two (2) microphones and one (1) HD speaker set
 - A DJ/operator is NOT included.
 - Clients may bring their own DJ/operator without any corkage fee.
14. Event extensions are subject to venue availability and will be charged at Php 2,000 per hour (maximum of 2 hours). Should other suppliers need to extend as well, Supplier's Extension Fees may apply on top of the Venue Extension Fee.
15. **Pet Policy:**
 - Estoria Manila is pet-friendly.
 - A maximum of three (3) small to medium-sized pets is allowed.
 - Owners must clean up after their pets and take full responsibility for their behavior.
12. **Child Rate Policy:**
 - Ages 0-2: Free of charge
 - Ages 3-7: 50% discount
 - Ages 8 and up: Charged as full-paying adults
13. **Venue Reservation:**
 - Estoria Manila has two main halls: Jose Rizal Hall & Luna Hall.
 - To reserve the entire venue (Grand Estoria), a minimum of 60 guests is required.
 - Additional Venue: Rajah Room is located in Airo Hotel while Roofdeck Events Place is located in Airo Suites Makati.)
14. **Food Service:**
 - Standard food service time starts 1 hour after the event's official start time.
 - To maintain food quality, clients should coordinate with the host or adjust the program accordingly.
16. **Dining Style:**
 - All guests will be served buffet-style.
 - Celebrants/couples will have a dedicated waiter during dining service.
17. **Parking:**
 - Limited parking slots are available.
 - Guests may pay street parking fees to Manila LGU Parking Attendants.
18. The guest count indicated in the contract is guaranteed. In the event of fewer attendees, the total contract price will remain unchanged.

19. Official Communication Channels:

- All communications must be made exclusively through our Banquet Sales Office at +63 920-925-2476.
- Official transactions **MUST ONLY** be conducted via (listed according to company's preference):
 - Facebook Page
 - WhatsApp/ Viber
 - Imessage
 - Email
 - *SMS is not encouraged.

20. Clients are responsible for any lost or damaged items during and after the event if caused by their party's actions.

22. Any request for changes within 24 hours before the event is subject to:

- Approval
- Additional charges
- Venue and suppliers' availability

23. Last-Minute Guest Additions:

- Requests made less than 48 hours before the event will be charged **Kitchen Priority Fee** of Php 200 per additional guest.

24. Rescheduling Policy:

- If an event with involved accredited suppliers must be rescheduled, an additional Php 1,000 Supplier's Rescheduling Fee will apply to cover costs for suppliers such as the host, photographer, etc.
- If a confirmed reservation is rescheduled more than twice, a 25% Rescheduling Fee (based on the Total Contract Price) will be applied. Supplier's RF shall still apply for the first rescheduling.
- Rescheduling is subject to availability and prior approval.

26. Extended Hours:

- Php 2,000 per hour applies for extensions until 10:00 PM.
- After 10:00 PM, the rate increases to Php 3,000 per hour (includes a night differential fee).
- All extensions are subject to venue availability.

27. Crew Meals:

- Supplier's meals/Crew meals are NOT included in the package.
- Clients must arrange meals for suppliers by either:
 - Including them in the guest count
 - Providing separate crew meals (P 300/crew)

28. The Professional Styling (add-on) provided by Estoria's accredited stylist includes reception styling for up to 50 guests only, featuring fabric flowers/foilage. For additional guests, a fee of Php 1,000 per 10 guests (1 table) applies. (Example: If your guest count is 80, an additional fee of Php 3,000 will be charged for styling the extra 30 guests). Other add-ons are available upon request and will be quoted separately.

29. Social Media Policy:

- Estoria Manila reserves the right to share social media content created by our marketing team, including photos and videos captured by our accredited in-house photographers, content creators, and videographers, unless the client explicitly requests otherwise. *Please coordinate with our Sales & Marketing team regarding this.*

Conforme:

Client's Full Name

Date