



## **CIVIC CENTRE TERMS AND CONDITIONS**

1. A **Buy Out** of The Civic Centre entitles the client to have full access to all our spaces and display their branding and decoration as approved and deemed appropriate/suitable on the day of their event. Payment for the **Grand Banquet Hall** only covers access to decorating/branding inside the hall, the outer foyer on the second floor and the ground floor reception area, if the Client would like to decorate/brand the outdoor walkway by the entrance (red tiles) please speak to any member of our team for a concessionary rate for the exclusive use of the facility. Payment for the **Panoramic View Hall** only covers access to decorating/branding inside the hall and the hall side landing on the 1st floor. Payment for **Meeting Rooms 1 and 2** only covers access to decorating/branding inside the respective halls and the hall side landing on the 1st floor. Payment for the **Waterfront** only covers access to decorating and branding the waterfront area (blue roof) and the red tiles by the guest bathroom outside.
2. The entrance stairs are not exclusive to one hall; they will be shared by all clients if multiple halls have been booked on the same day. Clients are only allowed to set up on the red tiles walkway if they have bought out The Civic Centre.
3. The Civic Centre requires a **75% deposit** within **7 days** of an invoice being sent to secure your booking. Your booking will only be confirmed after receipt of payment and confirmation. Balance shall be paid in full no less than 30 calendar days to the event. Notwithstanding the above, any booking made for less than 30 days to the event shall be paid in full. If full payment is not made within 30 days of the event, The Civic Centre reserves the right to allocate the facility booked to another party.
4. **Surcharge Policy:** To ensure efficient scheduling and minimize revenue loss, the following surcharge policy shall apply to all confirmed bookings, any request for a date change or cancellation must be made at least **sixty (60) days** before the scheduled event date and is subject to the availability of the requested date. Where a date change or cancellation is requested less than sixty (60) days before the event, the applicable surcharge shall be **50% of the amount paid where the booking is partially paid, or 50% of the hall fee where the booking has been fully paid**, and shall be reflected on the revised invoice. Any subsequent date change after the first approved change, regardless of when the request is made, shall attract the same surcharge basis and be reflected on the revised invoice. All applicable surcharges are subject to **VAT and Consumption Tax**, in accordance with the prevailing tax regulations.
5. The Civic Centre operates a **no-refund policy for deposits** made for bookings. Any unutilized balance in favour of the client after all applicable deductions have been made shall be held as credit towards a subsequent booking for the client within 6 months of the cancellation, if unutilized within the specified time frame (6 months) the credit will be forfeited.
6. Clients are liable for the handling and safety of their properties during the event. The Civic Centre is not liable for any loss or damage to property brought onto the premises, including any items left behind after the event.

7. All events must end at 11pm unless you have booked and paid for the next day. Clients are only allowed to set up for their events on the day of their booking, should they require more time for their set up they would be required to make payment.
8. Extra hour(s) can also be arranged. Please note that this arrangement depends on availability of the day before or after your event remains free and this can only be confirmed 24 to 48 hours to your event, as extra hours cannot be booked in advance.

Below are the extra hour rates (exclusive of tax):

- **Grand Banquet Hall – ₦250,000 per hour**
- **Panoramic View Hall – ₦150,000 per hour**
- **Waterfront Hall – ₦100,000 per hour**
- **Meeting Rooms 1 & 2 – ₦50,000 per hour.**

Please speak with your respective Client Services Manager if you require further information regarding this arrangement.

9. Clients are only provided with **8hrs uninterrupted generator service**, this is exclusive of 1hr sound testing and 1hr pre-cooling. Anything over the amount of time given will incur an extra hour's rental fee. Unless otherwise stated by the client, the generator or ACs will not be switched on during the set-up, only EKEDC and fans will be provided. We do not permit extra ACs to be brought into our premises. We believe we've invested enough in our cooling systems to ensure this isn't needed. **Clients using the waterfront area are permitted to bring in their cooling systems. This will however incur extra charges.**
10. Clients are required to make a **refundable caution deposit** to cover the cost of any damage that the Client's vendors or guests may cause to the premises during the event and where the deposit is not enough to cover the cost of the damage, the Client shall be liable to make up the differential. The caution deposit also covers the following:
  - **Food Vendors – ₦50,000**
  - **Drink Vendors – ₦50,000**
  - **Changing Room Key – ₦20,000**

**Deductions from the Caution Deposit:**

- If the cooking area used by the food or drink vendors is not cleaned after the event, the applicable deposit amount will be deducted.
- If the changing room key is lost or misplaced, the applicable fee will be deducted
- If chairs, decorations, or large items are left behind, causing a messy environment, the caution deposit will be retained.
- If there are damages to any property, the cost of repair will be deducted from the caution deposit.
- If no damages, losses, or cleaning issues are found, the full caution deposit will be refunded within seven (7) working days after the client submits a request and provides the same account details used for the hall payment.



### Caution Fee Refund Policy

- To request a refund of your caution fee, send an email to your Client Service representative. Your request should include the account details from which the payment was made. **Refunds will be processed within seven (7) days.**
- The caution fee is refundable **within six (6) months post-event. Requests made beyond this period will not be honoured.**
- The caution fee **will not be refunded** until the deducted taxes (VAT, WHT, etc.) have been fully remitted.

11. Clients are required to tear down for their event before midnight, in the event their event ends at 11 pm, clients are required to **tear down within 3hrs**, to allow other vendors for the next day's event set up. If this is not done, we charge a **₦500,000 late teardown fee**. Vendors trucks and items will not be allowed to leave the premises until payment has been made.
12. For events with over 250 guests, clients shall register their events with the Lagos State Safety Commission through the Commission's website at [www.lasgsafetyreg.com](http://www.lasgsafetyreg.com) to obtain the required Event Safety Permit and provide this permit to the Civic Centre no later than 7 days prior to the event. The Civic Centre shall not be held responsible for any losses and/or cancellations arising from failure on the client's part to register with the Lagos State Safety Commission, and no refund shall be made for such defaults. Accordingly, the Client indemnifies the Civic Centre against any claim or loss that may arise from failure to obtain the Event Safety Permit.
13. The Lagos State Signage and Advertisement Agency (LASAA), in the discharge of its statutory responsibility to regulate and control outdoor advertising in Lagos State, requires all vendors and clients to obtain the necessary clearance prior to their event. Kindly click on the link below or contact the numbers provided to obtain the required approval from LASAA. **Website:** <http://www.lasaa.lg.gov.ng> **Phone:** 0908 801 9303, 0908 801 9304  
Please note that The Civic Centre will not be liable if your event is disrupted by LASAA due to non-compliance. Furthermore, any fines or penalties issued by LASAA because of non-compliance during your event will be passed on to you, the client.
14. Notwithstanding the above, The Civic Centre reserves the right to cancel a client's booking without any liability if the Client breaches any of the Terms. The Civic Centre is also not liable if the cancellation is occasioned by a circumstance beyond the control of The Civic Centre including but not limited to government regulation, public order, pandemic, flood, picketing, insurrection, riots, strike, interference by government officials (whether legal or illegal), etc.
15. The Civic Centre is granted irrevocable rights and unrestricted permission to publish, distribute or otherwise use the photographs that have been taken during events that occur on their property.

## 16. Scent Delivery Service Terms

- a. Clients are not allowed to request a new fragrance after the event has commenced and the hall fragrancng has begun.
- b. Clients may request a change in fragrance only up to 30 days before the event.
- c. If an event is cancelled by the client, no refund will be issued for the hall or the fragrance option
- d. At the end of the event, any leftover fragrance will be handed over to the client

**Please note that payment confirms acceptance of the above terms and conditions.**

***\*\*\*Please note that the prices of the halls are subject to change\*\*\****