

General Guidelines for Events

Introduction

Events by their very nature put a strain on a villa and its staff. The purpose of these guidelines is to set the conditions under which an EH villa may be booked for an event to ensure that not only do the guests have a great time but also to protect the villa and the interests of its owner. The aim is to help guests and events organizers run trouble free events based on our experiences of hosting 100's of events each year. These guidelines should be read in conjunction with the specific Villa Guidelines for a particular villa.

What is an event?

- An event is a social gathering or celebration where the total number of guests exceeds 1.5x sleeping capacity of the villa (check out specific villa event guidelines for actual guest numbers considered as event); or when a significant amount of equipment (such as an external sound system) is brought onto a villa's premises.
- Commercial events (ticketed) are generally not permitted.

Event fees

A fee is charged by the villa for an event. The amount varies depending on the property (see specific Villa Guidelines). The fee covers the main event as defined above plus a smaller second pre- or post-event gathering.

The event fee will be invoiced as part of the villa booking and will be subject to VAT and service charge.

Community fees

A community fee is an additional requirement when booking an event which only applies to selected villas (see specific Villa Guidelines). The fee normally covers a cleaning fee, garbage disposal fee, and security/parking assistance fee. If guests are planning to host an event by the beach, a beach cleaning fee will be charged as well.

Event organizers

Guests want to enjoy their event (some to extremes) and not have to worry about the villa or contractors providing services. The responsibility for this lies with the Event Organizer. All events are required to have a qualified Event Organizer (EO) who has been approved by EH before a booking can be confirmed. Our company has a list of qualified EOs as well as vendors which it will be happily provided to guests.

The EO should:

- be onsite for the entire period of the main event including set up, event and clean up. *(Note that villa managers may refuse entry of contractors until the EO is onsite)*
- be onsite at the key times (contractor arrivals, clean up, etc.) for the second small gathering if applicable
- provide at least 2 telephone contact numbers for the duration of the event
- provide all staff for function duties including set up, event management and venue clean up
- try to use the local community where possible for entertainment and services

Approval process

- All event bookings will be required to submit an Event Plan via the appointed EO at least 4 weeks prior to the event date.
- The Event Plan should include: an Event Summary, a Run Sheet and a Site Plan. EH Event Team will review the Event Plan and provide suggestions and amendments no later than 14 days prior to the event.
- Should an Event Plan not be submitted on time, it may result in cancellation of the booking.
- All events will be subject to a Security Deposit (different villas have different fees) payable to be collected with the balance payment and returned to the guest/EO pending approval from the villa manager post event.
- In our experience, damage can be caused as much by contractors as guests attending the event. As soon as damaged is discovered, the EO will be notified immediately.
- It is therefore our recommendation that this fee is split and paid equally by the event organizer and the guest renting the villa.
- This fee is due 14 days before the event. Refunds will be generally done within 7 days of the event, usually sooner.

General conditions

Music

As most of our villas are in residential areas, guests and event organizers need to be sensitive to the local community and neighbours. There are generally strict local/estate rules about music and noise, although these do vary from villa to villa (check the individual Villa Guidelines). The rules typically are:

- live music (band) and DJ permitted until 12 midnight
- in-house stereo system permitted from 12 midnight to 2 am
- the villa manager to determine appropriate sound levels at all times

Power, cabling and lighting

Villa electrical supplies are generally not sufficient to cater for events. In order not to damage the supply and to protect the villa from fire hazards the guidelines below need to be followed:

- No power is to be drawn from the villa supply
- A generator with minimum 40KVA should be supplied
- Cables should not be dug into lawns
- Cables should try to follow edges of concrete/grass where possible
- Cable traps should be laid in high traffic areas or where cables may pose a safety risk
- Electric lanterns are permitted to be hung from trees using existing nails only
- Heavy lighting must be attached by metal brace and not by hooks and nails
- All candles should have candle bases to prevent wax spillage
- Paper candle lanterns, fireworks, Thai lanterns and pets/animals are not permitted, unless prior approved

Structure

Many events require structures to be built at the villa. These structures can cause considerable long term damage, especially to lawns and swimming pools. To minimize the risks of damage the following guidelines are in place:

- Structures such as marquees, service bars, pool platforms (end to end), dance floors and DJ booths need to be included on the Site Plan for approval
- Marquees should be freestanding where possible
- Staging and platforms should have drop sheets put down before painting
- Platforms in the pool are allowed provided it has proper protection between tiles and aluminum frames

Other

Steamers are to be provided by the EO.

Fireworks, floating lanterns, fire shows and pets/animals are strictly prohibited. Any other flammable objects are to be approved prior to the event. Elite Havens has no authority to confirm or reject fireworks, floating lanterns, fire shows and/or setting up ceremonies on the beach. The EO is to obtain permission from the local authorities.

Villa guidelines

Each EH Villa has a set of specific Villa Guidelines that should be followed in conjunction with these general guidelines.

I confirm that I have read, understand and will abide by these guidelines. I commit to providing these guidelines to all staff and clients on behalf of whom I am booking an EH Villa.

Name : _____

Position : _____

Date : _____

Signature : _____

Company name : _____

Company stamp : _____