



THE VICTORIA FALLS HOTEL 2025 FOOD & BEVERAGE TERMS & CONDITIONS

3.0 BOOKINGS & CONFIRMATIONS

Bookings are only confirmed in writing upon receipt of a written request. No verbal bookings or confirmations will be honoured.

3.1 PAYMENTS & CANCELLATION POLICY

Please note bookings are only held on a tentative basis until a non-refundable deposit or voucher is received. To secure a venue, a 20% non-refundable deposit or voucher is due within 30 days of booking. Full prepayment less deposit or voucher is due 30 days prior to function.

Balances withstanding at the end of the event should be paid for on the night or within 24 hours after the event.

Final numbers to be confirmed two weeks prior to date of event and any reduction should not exceed 10% of initial numbers advised at initial booking.

The signed copy of contract is to be returned within 14 (fourteen) days upon receipt to the Groups & Conferencing Manager.

3.2 CANCELLATION OF EVENT

Refunds will only be made where there is confirmed written communication of which the Hotel will retain a percentage (%) cancellation fee from the initial quoted bill as follows;

90 - 60 days prior to event: 50% cancellation fee

60 - 30 days prior to event: 75% cancellation fee

30 - 0 days prior to event: 100% cancellation fee.

NO SHOW or non-arrival of confirmed arrivals will incur a 100% fee and payment is deemed immediately due and payable.

3.3 STANDARD TERMS

- All venues and meals when quoted are subject to availability at the time of enquiry.
- The hotel reserves the right to alter the venue should there be any changes in numbers anticipated or should at the Management's sole discretion see fit to allocate its inventory.
- All function bookings for non-resident groups are subject to Management approval and depending on hotel occupancy.
- All menus and wine choices are subject to availability.
- All prices include VAT and Tourism Levy and are subject to change without prior notice.
- All Food and Beverage charges for banqueting functions are subject to a 10% service charge, which will be added to the final bill.
- Rain inclined venues are subject to availability and the Hotel reserves the right to move these without prior notification.
- The Hotel shall not be liable for any loss or damage to property or items of equipment or any articles brought into the Hotel by the guest or any related subcontracted person(s) or companies or their guests
- The hotel must be given prior written notice if any 3rd party company or person is contracted for décor, entertainment or any other function and hotel reserves the right to refuse any such request.
- In the event of any breakages or damage to any hotel property, the client will be liable for any payments or replacements arising.
- No food or beverage may be brought into any venues by the company.
- No branding, flags, banners and other may be used at the hotel unless the hotel is booked on exclusive basis. For conferences, branding can be used **inside the conference venue only** and subject to type of banner. Nails, screws or mounting onto fixtures is not permitted and all banners and collateral to be free standing or mounted free from the building or fixtures.
- All Public Areas and Venues are strictly NON-SMOKING.

3.4 RESTAURANT AND VENUES

The following is for your assistance in planning for groups and events at The Victoria Falls Hotel. The Hotel offers various options for groups and events, which would suit the numbers between 20 and 120pax subject to business

levels and type of event. Each venue has its special offerings and limitations, which should be observed when booking and planning.

| Lunch Venues | Min | Max | Notes |
|---------------------|------------|------------|------------------------|
| Private Dining Room | 10 | 18 | Set Menu |
| Jungle Junction | 40 | 120 | Buffet |
| Pool | 0 | 40 | BBQ, Not private |
| Stanley's Terrace | 0 | 20 | Set menus. Not private |
| High Tea | 2 | 35 | Not Private |

| Dinner Venues | Min | Max | Notes |
|-----------------------|------------|------------|-----------------------|
| Private Dining Room | 10 | 18 | Set Menu |
| The Livingstone Room: | 60 | 100 | Dinner only, set menu |
| Jungle Junction: | 100 | 120 | Buffet |

Stanley's Terrace

- Small groups not exceeding 20pax for lunch. Venue is only available for meals and does not accommodate groups for dinner.
- No portion of the restaurant will be for exclusive use at all and under any circumstances and the Hotel reserves the right to seating arrangements subject to the levels of business.
- The terrace seating is tables of four and six only. The Hotel does not offer round tables and furniture will NOT be moved because of its nature and Terrace location. Casual sitting applicable.
- No lunch or dinner bookings on the lawns are permitted under any circumstances.
- Group menus are strictly set menus – no buffets or choice of any course is offered.
- No private bars will be set up.
- The Terrace remains the Hotel's prime view point for residents and visitors alike and the Hotel reserves the right to ensure that access is open at all times.
- Music or entertainment of any nature is not permitted.

The Centenary Room

- Ideal for private lunches, pre-dinner drinks, dinners or board meetings. Seats a maximum of 18pax.

Hotel Lawns

- Pre-dinner drinks only. No meals are served on the lawns except pool lawns. Pool Lawns cannot be booked exclusively before 19h00. All functions are to be held on lawn area. No functions permitted around the pool.
- Venue Hire is for the venue only. No furniture, décor or entertainment allowed on Front Lawns. Venue availability is subject to hotel occupancy and sunset timings. Pool Lawn is only lit area.

The Livingstone Room

Many diners to this grand dining room are here on a trip of a lifetime and it is vital to preserve this restaurant and the quality of food and service that we offer. With this in mind,

- Exclusive use can be arranged for numbers of 60 – 100pax only. Should the numbers fall below the required number, the hotel reserves the right to open bookings to other patrons or the monetary difference is paid to maintain the exclusive use by the client.
- The Livingstone Room seating is tables of two, four and six only. An additional surcharge fee is applicable for any event that requires a set up outside of the normal table configuration of the venue. USD 50.00 per table of 10 with a minimum charge of USD 200.00.
- Venues are strictly for dining and not suitable for conference or other uses. Conferences can only be arranged with the GM's express approval and is subject to extra charge.
- Room cannot be privately booked for New Year's Eve, Christmas Day or other such specific dates as stipulated by the hotel.
- Room cannot be privately/exclusively booked when Hotel occupancy is above 50%.
- Piano cannot be moved under any circumstances.
- Choices or selector main courses are available for numbers above 10pax, all menus are subject to the GM's approval. Please note some menu items are not suitable for large groups and as such will not be offered due to preparation requirements. Individual meat or fish degree requests are not possible for groups on the 4-course set menu.
- Unless exclusive use has been paid for then there can be no speeches or presentations made in the room when other guests are dining. This should be done elsewhere prior to the dinner.

- The Livingstone Room does not normally host children aged 12 years and under. However, should management waiver this policy, full menu prices will be charged.
- Please note the Dress Code in The Livingstone Room is SMART: trousers and long-sleeved collared shirt for men. No jeans, safari-wear, shorts, sandals or sneakers. Diners not adhering to Dress Code will be refused entry to The Livingstone Room.

Jungle Junction

This venue is ideal for cocktail parties, group lunches and dinners over the maximum number for the Terrace.

- Minimum numbers for this area are 35pax for lunch, from 12.00hrs – 15.00hrs latest.
- Minimum numbers for dinner are 100pax subject to occupancy and not available during the peak months of August to November, or from 20 December – 2 January 2026
- The full tribal dancing show is only on request and paid for by the group requesting such a service. Advance communication is required to the Hotel should you wish us to co-ordinate this on your behalf.
- The Jungle Junction offers a sit-down dining option of buffets only and does not serve set menus.
- An additional surcharge fee is applicable for any event that requires a set up outside of the normal table configuration of the venue.
- All events using the lawn adjacent to the restaurant attract a venue fee and all equipment and furniture is to be hired separately from a service provider at a fee. (Venue subject to season).

3.5 Entertainment

No bands or music to be played at the venues except in The Livingstone Room and Jungle Junction if booked on an exclusive basis.

Pianos at the Hotel cannot be moved under any circumstances.

No late licenses beyond 23.30hrs for events are issued and music is to be stopped by 23.30hrs. All music and entertainment should cease to play by this time at the latest.

Any entertainment hired by the client is bound by the Terms and Conditions of the Hotel.

Ferrying of equipment to the event is the responsibility of the client or service provider and the Hotel does not take liability for damage caused on site.