

Dear Exhibitor

Welcome to Southern Sun Elangeni

In order to prevent any misunderstanding between the hotel and yourselves, please note the following points:

**Labour**

The hotel does provide labour when requested, but need 48 hours notice. This assistance includes access, removal to or from the Convention Centre at an agreed time and a charge will be levied per staff member required.

**Security**

The hotel can arrange security on behalf of the exhibitor providing 48 hours notice is given. A contract must be negotiated between the exhibitor and the security company and the hotel is not responsible for any loss or damage incurred to equipment whatsoever. All function rooms are locked when required by the duty manager, however this does not include the foyer, lobby and passage areas.

**Food and Beverage**

Southern Sun Elangeni Hotel has the exclusive rights for the sale and supply of Food and alcoholic and non-alcoholic beverages. All food and beverage must be ordered through Southern Sun Elangeni Hotel.

Please place your orders directly with

E-mail: Jyoti Ramphal - Jyoti.Ramphal@southernsun.com

**Storage**

Goods for exhibitors must be delivered on the date designated as set up day and NOT the day before then, as the hotel has no storage facilities. All goods are to be delivered to the hotels receiving bay.

**Sundry equipment**

Exhibitors are requested to provide their own extra lighting (if required), double adaptors, extension cords etc. Should the hotel be requested to provide any specific item of this nature, it will be purchased and charged to the exhibitor. Assistance with the hire of audio visual aids may be done through the hotel.

**Credit facilities**

Use of facilities such as telephones, food and beverage and other services will be done on a cash basis except where an exhibitor chooses to sign items to his hotel room. All other credit facilities will be accepted if provision for this is made prior to the exhibition with the management.

**Damage to the Hotel Property**

The exhibitor will be held responsible for any damage whatsoever to hotel property. It must be noted that no nailing, pinning, sticking to any surface will be permitted and should this occur, the damage will be charged to the organiser.

Thank you for your co-operation.