

# TRAVANCORE PALACE MANAGEMENT SOCIETY

## BOOKING POLICY

### TERMS AND CONDITIONS

#### **1. Selection of Proposal :**

- a. The Organizer is required to share the proposal as per the Travancore Palace Management Society's (TPMS) prescribed format available on the website at the time of booking.
- b. The Sub-Committee of Travancore Palace Management Society will review every proposal following which the office shall respond to each request within 15 days.
- c. Once the proposal is accepted by the sub- committee, the organizer shall receive the confirmation via email acknowledging the dates and the spaces with an estimated price quotation.

#### **2. Booking Procedure :**

**Booking Payment :** Once the proposal is approved by the committee, the organizer shall make the entire booking payment in advance within 7 days or before the start of the event, whichever is earlier. If the booking advance is not received within the stipulated time frame, hiring space shall not be reserved and be open to other requests. No TDS or GST deductions or exemptions are permitted.

**Security deposit:** A security deposit to the tune of 50% of the total booking amount (capped to Rs.1,00,000.00) shall be deposited along with the booking fee. The security deposit shall include restoration charges in case of building damages. After the completion of the event, a damage assessment is conducted. If no damage is reported by the committee post the inspection of the spaces and the gallery is handed over in its original condition, the security deposit shall be returned to the organizer. Otherwise, an assessment of the damage shall be prepared and the cost of repairs will be deducted from the security deposit. In case the damage caused is more than the security deposit received – the organizer shall pay the additional amount before leaving the premises after the completion of the event. The security deposit will be retained till the entire duration of the event and shall be released, in case of no damage, within 30 days of completion of the event.

**Mode of Payment :** The payment for booking the spaces must be made via internet banking/card payment/UPI payment and demand draft in favour of: "Travancore Palace Management Society " and payable at New Delhi.

#### Please note:

- > The management may increase the amount of the refundable security deposit as per the assessment of the installation/set-up/production plan.
- > All communication with regard to bookings of spaces and payments shall be made in writing.

### **3. Rescheduling and Cancellation Charges**

#### **Rescheduling Charges:**

In case of reschedulement or postponement of events by the organizer subject to guidelines and venue availability, the following charges will be levied:

- If the event is rescheduled by the organizer between 60-89 days from the event date, then 5% of total hiring charges will be charged as a rescheduling fee.
- If the event is rescheduled by the organizer before 15- 59 days from the event date then 10% of total hiring charges to be charged as a rescheduling fee.
- If the event is rescheduled by the organizer between 5- 14 days from the event date, then 15% of total hiring charges will be charged as a rescheduling fee.
- If the event is rescheduled by the organizer before 5 days from the date of the event then 25% of total hiring charges to be charged as a rescheduling fee.

The re-scheduling fee should be paid immediately after confirmation within 3 days or before the date of the event, whichever is earlier.

#### **Cancellation charges :**

As per the prevailing guidelines for cancellation, the following charges will be levied:

- 50% cancellation charges are liable if an event is canceled anytime between 15-59 days.
- If the event is canceled anytime between 0-14 days of the start of the event, 100 % of the expected hiring charges will become the cancellation charges.

### **4. Timings**

- The office timings for enquiries are Monday to Saturday, 10:00 AM to 5:00 PM.
- The office will remain closed on all public and national holidays.
- The permissible time for events will be 9 AM to 10 PM on all days
- If the timings exceed the stipulated time for events, additional hourly charges @ 10% of the booking amount will be charged and deducted from the security deposit. If such charges are more than the security deposit received – the organizer shall pay the additional amount before leaving the premises after the completion of the event.
- In case a special event/walk-through/lecture programmed in between the event and scheduled beyond the regular hours, the organizer is required to seek approval from the team via email well in advance before the day of the event.

- If an exhibition/event involves multiple programs, the organizer is required to share the details via email.
- Exhibition/Programme/Event installation and dismantling must be done between 9 AM and 10 PM on working days.

#### **5. Installation and Dismantling Plan**

- As ASI lists Travancore Palace as a Grade- II heritage building, hence, all installations need to be vetted beforehand. Therefore, a complete installation/dismantling plan must be submitted to the office at least 1 week in advance of the event and approval shall be sought from the committee.
- Only an approved installation plan can be executed. Anything for which approval was not sought can be stopped even at the last minute by the Management committee.
- Complete list of guidelines and other pointers for ensuring smooth coordination shall be shared with the organizer preferably within 14 days before the event begins.
- It is the sole responsibility of the organizer to hand over the rental space as it is, in its original shape/color after necessary repair/painting as required.

#### **6. Audio – Visual Requirement**

All A/V requirements must be discussed with the Management committee beforehand. All the in-house A/V equipment will be handled by the Management committee appointed technicians only. No other person may tamper with the A/V equipment under any condition. Only the Management committee appointed technician is allowed inside the control room. The organizer is permitted to have his/her own audio-visual equipment for the event. However, installation of such equipment shall be done under the supervision of the in-house technician.

#### **7. Use of Electrical Equipment**

- All electrical equipment that belongs or does not belong to Travancore Palace Management Society will be checked by the in- house electricians and may only be used once approved. It may only be installed under the supervision of the in-house electrician.
- Hiring charges include regular electricity use for basic electrical equipment only. The organizer is required to analyse the load requirement of the event. If the requirement of an event exceeds 20 KVA or a certain voltage or power, the organizer may bring their own arrangements.
- Any changes or additions in the electric light installation or pattern needs to be intimated to TPMS team. If an additional provision of track/other lights is required, the organizer is permitted to arrange through their own after seeking permission from the TPMS team.

#### **8. Security and Assistance (carpenters, electricians etc.)**

Travancore Palace Management Society has a basic security detail. Extra security or technicians (carpenters, electricians, etc) can be hired directly by the organizers.

The organizer will take responsibility for the security and safety of their equipment/ belongings.

#### **9. Promotional Material**

All promotional material such as e-invites, printed material etc. must be shared with and approved by the Travancore Palace Management Society team before the public announcement. Onsite promotional material must be placed only after the approval from Travancore Palace Management Society. All publicity material bearing the logo/name of Travancore Palace Management Society must be shown to the management and published only after prior written approval from management.

**Travancore Palace Management Society may solicit invitation to its members & staff (TPMS team, EC/GB members) from the organizers for the events held within its premises.**

#### **10. Vendors & Catering**

The organizer can directly deal with caterers and vendors under intimation to Travancore Palace Management Committee. Only those vendors who hold ample experience in organizing standard events shall be entertained in Travancore Palace. Vendors shall adhere to all rules and regulations of Travancore Palace Management Society (Fire safety, hygiene, waste management, etc.)

#### **11. Guidelines for service of Liquor**

In case the liquor is proposed to be served for any event, the organizer shall obtain the mandatory liquor license as per the rules and submit to Travancore Palace Management Society before the start of the event. Only such service of items as mentioned in the license shall be permitted.

#### **12. Housekeeping**

Basic housekeeping will be provided by Travancore Palace Management Society and is responsible for basic upkeep and maintenance of the space. Extra security or housekeeping/ technicians (carpenters, electricians, etc) can be hired directly by the organizers according to their requirement under intimation to the Management committee.

#### **13. Entry for delivery vehicles**

Any movement of delivery related to the vehicles shall be intimated 24 hrs in advance so that security may be briefed. In case the hired transportation does not hold valid permit for access to central vistas, the organizer shall request for permission from the DCP traffic.

#### **14. Clearances**

The organizers should obtain all mandatory clearances from the concerned authorities, i.e; Police, NDMC, fire clearances, security, insurance, traffic

arrangements, Public Performance License and the liquor license, and a copy should be submitted to Travancore Palace Management Society office in advance.

#### **15. Logo/Name of Travancore Palace Management Society**

All publicity material bearing the logo/name of Travancore Palace Management Society must be shown to the management and published only after prior approval from the management.

#### **16. Liabilities & Indemnification**

The organizers will hold responsibility for the safety of their team, the invited guests, and the structure in the event of any accident. The organizer shall comply with all state/central laws.

#### **17. Access to Common Spaces & Parking Facility**

In case of simultaneous events held in the same building/floor, the access to common spaces such as reception, staircase, entrance, parking etc. will be availed by both the entities. Vehicle entry to the parking facility for the organizers and visitors shall be through Gate No.2. The vehicles can enter through Gate No.1 to drop off the visitors and proceed to Gate No.2 for parking.

#### **18. Strictly Prohibited**

No smoking/spitting in public space shall be permitted. No inflammable material or firearms shall be allowed inside the premises.

#### **19. Taxation**

All taxes (such as GST, Entertainment Tax, and any other relevant tax) shall be incurred by the organizer.

#### **20. Documentation of the Event**

The organizer may submit a copy of the documentation (including photos and videos) of the event to Travancore Palace Management Society.

#### **General Terms & Conditions:**

- The management reserves the right to postpone/ cancel the exhibition/ programme without assigning any reason whatsoever. In such case, the booking payment will be refunded, however, no claim for compensation will be entertained.
- In case of art galleries, it is the sole responsibility of the organizer to hand over the art gallery space in its original color/shape after necessary painting/repair within the stipulated time.
- The organizers will be solely responsible for any civil or criminal liabilities arising out of and during the exhibition/programme/event organized by them.
- Travancore Palace Management Society will not be liable for the content of the organizer. Hence, the organizer will ensure that there is no obscene or

controversial content concerning the interest of the State or the Nation or a particular community based on gender/caste/creed etc. in their programme as well as in the publicity material.

- Travancore Palace Management Society will not be responsible for any untoward incident during or due to the event.
- All disputes arising out of this booking agreement shall be settled at the level of the Resident Commissioner in New Delhi; and any claim which is not resolved therein shall be entertained under the Civil Courts having jurisdiction in Thiruvananthapuram, Kerala wherein the registered office of the Society is situated.

### **DECLARATION**

**I/We have read and understood the above mentioned terms and conditions and hereby express my/our willingness to hire the space of Travancore Palace Management Society as per the booking policy.**

**Signed on this ..... (day) of .....(month) ..... (year)**

(Signature)

**ORGANIZER**

Name:

Designation:

Organization:

(Signature)

On behalf of

**Travancore Palace Management  
Society**