



SERVICE ORDER Date: 26/06/24

Account: RUTONGO MINES	Contact:	Lydia Uwera
Event/Group/Guest Name: Meeting	Phone:	+250 780 592 201
Address: Kigali, Rwanda	Email:	lydia.uwera@trinity-metals.com
Event/Arrival Date: 10/07/2024	On-Site:	Eric Kwizera
Event/Departure Date: 10/07/2024	Phone:	+ 250 798 979 457
	Email:	eric.kwizera@mhotelkigali.com

Rooms

Accommodation Schedule							
Date in	Date out	Room Type	Nights	Pax	Rooms	Price	Amount
n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Total \$							Na/a

Event

Event Prep & Setup Schedule										
Date	Time	Room	Event	Set-Up	Pax	Description	Price	Day	Amounts	
10/07/2024	Start	8:00 Am	Inyange 2	Meeting	Board table	16	Full-day conference.	46,500 Rwf	1	744,000 Rwf
	End	5:00 Pm								
Total Rwf										744,000 Rwf

Meal Plan			Setup Requirements	
Dietaries	TBC		Room Set Up	Board table for 16 Pax
Menu selection	Chef's Rotational Menu		Panel Set Up	Not required
Breakfast	Not Required		Podium:	Not Required
Arrival Tea/Coffee	Required at 8:00 Am		Entertainment, Décor, and Miscellaneous	
Mid-Morning Tea/Coffee	Not Required			Not Confirmed
Lunch	Required at 12:30 Pm		Stage & Panel	Not Required
Mid-Afternoon Tea/Coffee	Required at 3:00 Pm		Pull Up Banners	Not Confirmed
Cocktail Reception	Not Required		Table Decoration	Required House Stationaries
Beverage Plan			Audio Visual Requirements	
Beverage Selection	Soft drink on lunch		Led Screen	In house
Free Flow Package	Not Required		Sound System	Required
Open Bar	Not required		Microphone	Required 2
Corkage Fees	Not Required		Lighting:	In House
Dinner	Not Required		Music	Not required
Payments & Deposits			Other	5 Power extensions
Deposit			Note: An event agenda must be attached	
Payment	Full payment to be made			



HOTEL GENERAL TERMS AND CONDITIONS:

Rooms:

1. **Reservation:** All reservations must be guaranteed by a valid credit card or full payment in advance. We reserve the right to cancel any reservation if the credit card provided is invalid or declined.
2. **Cancellation Policy:** Cancellations must be made at least 24 hours prior to the arrival date to avoid a penalty charge of one night's room rate. Some promotions may have different cancellation policies.
3. **Check-in/Check-out:** Check-in time is 2:00 PM and check-out time is 11:00 PM. Late check-out may be available for an additional fee, subject to availability.
4. **Room Occupancy:** Room occupancy is limited to the number of guests stated on the reservation confirmation. Additional guests may incur an extra charge.
5. **Payment:** Payment for all charges must be made in full upon check-out. We accept major credit cards and cash. Personal checks are not accepted. Or.....
6. **Smoking Policy:** Smoking is strictly prohibited in all guest rooms and public areas of the hotel. However special zone are available.
7. **Damage Policy:** Any damage to the hotel's property or furnishings will be charged to the guest's credit card on file.
8. **Noise Policy:** Excessive noise or disturbance will not be tolerated, and guests may be asked to leave without a refund.
9. **Pets Policy:** Pets are not allowed in the hotel, with the exception of service animals.
10. **Safety and Liability:** M Hotel is not responsible for any loss or damage to guest property, or for any injury or accident that occurs on M Hotel property.
11. **Modification:** These terms and conditions may be modified at any time without notice.

Events

1. **Reservation:** All event reservations must be guaranteed by a valid credit card or full payment in advance. We reserve the right to cancel any reservation if the credit card provided is invalid or declined.
2. **Cancellation Policy:** Cancellations must be made at least 48 hours prior to the scheduled event date to avoid a penalty charge of 50% of the total booking cost. Some promotions may have different cancellation policies.
3. **Event Room Setup:** M Hotel will provide a standard event room setup including chairs, tables, linens, and audiovisual equipment. Any additional requirements may incur an extra charge.
4. **Payment:** Payment for all charges must be made in full upon check-out. We accept major credit cards and cash. Personal checks are not accepted. Or.....
5. **Food and Beverage:** The hotel can provide catering services for the event upon request. Outside food and beverage are not permitted without prior approval from the hotel.
6. **Damage Policy:** Any damage to the event room or hotel's property will be charged to the guest's credit card on file.
7. **Noise Policy:** Excessive noise or disturbance will not be tolerated, and guests may be asked to leave without a refund.
8. **Safety and Liability:** M Hotel is not responsible for any loss or damage to guest property, or for any injury or accident that occurs on hotel property during the event.
9. **Modification:** These terms and conditions may be modified at any time without notice.

Note: When you acknowledge this service order you agree to its Terms and conditions, you do so on behalf of your company/yourself and any person that you entitle or authorize to use this service.