

ECOS RESIDENTS' WELFARE ASSOCIATION

STANDARD OPERATING PROCEDURE (SOP)

Booking & Use of Banquet Hall for Resident Functions

Version	1
Approved by	Board of Managers (BOM)
Effective Date	1st September 2026
Review Frequency	Every 12 months, or earlier if required

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1. Purpose

This SOP governs the booking and use of the Banquet Hall by residents for private, social, and cultural functions. It ensures fair allocation, protection of Association property, safety of residents and guests, and clarity of responsibility — particularly with respect to cooking/catering activities, since the kitchen attached to the Banquet Hall is not designed or equipped for full-fledged or large-scale cooking, and with respect to guest vehicle parking arranged for such functions.

2. Scope

This SOP applies to all apartment owners, residents, tenants, their guests and invitees, and any caterers, decorators, event managers, photographers, DJs/musicians, or other vendors engaged by them for an event held in the Banquet Hall.

3. Banquet Hall Capacity

- Maximum capacity when only the Banquet Hall is booked: **80 (eighty) persons**.
- Maximum capacity when the Banquet Hall is booked together with the Lawn: **125 (one hundred and twenty-five) persons**.
- The Residents shall ensure that the number of guests at the event does not exceed the applicable capacity limit at any time.
- The FM Office reserves the right to restrict entry, or require excess guests to vacate, if the applicable capacity limit is exceeded, and shall not be liable for any inconvenience caused as a result.

4. Cabana Area — Excluded from Booking

IMPORTANT NOTICE

The Cabana area is NOT available for booking under any circumstances and does not form part of any Banquet Hall or Lawn booking. Even where a resident has booked the Lawn/open area for an event, the Cabana shall remain excluded and shall not be treated as part of the booked space. The Cabana shall not be used for seating, catering, decoration, storage, or any other event-related purpose without separate written permission from the FM Office/BOM, which shall not be presumed by virtue of any other booking. Any unauthorized use, occupation, or setup within the Cabana area during an event shall be treated as a violation of this SOP and shall attract penalties under Section 17 (Damages & Penalties).

5. Critical Notice — Kitchen Use for Cooking

IMPORTANT NOTICE

The kitchen attached to the Banquet Hall is intended primarily for warming, plating, and serving of food, and is not designed or equipped for full-fledged or large-scale cooking. Cooking or use of open flame, gas cylinders, induction units, or any heating/cooking equipment inside the kitchen or Banquet Hall premises is undertaken entirely at the Residents' own risk. The Association strongly recommends outsourcing cooking to an off-site catering facility, with only warming, plating, and serving done on the premises.

6. Mandatory Declaration for Cooking on Premises

If any resident/resident nonetheless wishes to permit cooking of food within the Banquet Hall / kitchen area for their booked event, the following conditions shall apply without exception:

The Residents must submit a separate, signed, written Declaration-cum-Indemnity (format enclosed as Annexure A) at the time of booking confirmation, in addition to the standard booking form.

The Declaration must be signed by the Residents (the resident/owner making the booking) and countersigned by the person actually undertaking the cooking, if different from the Residents.

- The Declaration shall explicitly state that the Residents takes full and complete responsibility for any mishap, fire, injury, property damage, or loss of life arising directly or indirectly from cooking activity on the premises.
- The Declaration shall explicitly state that the President, Secretary, Treasurer, any other Office Bearer, Board of Managers member, Facility Management (FM) team, or the Association as a body shall NOT be held responsible or liable in any manner whatsoever for any mishap arising from such cooking activity.
- No booking involving on-site cooking shall be confirmed until this signed Declaration is received and accepted by the FM Office.
- A fire extinguisher must be kept ready and accessible at the cooking location throughout the cooking process, arranged by the Residents at their own cost.
- LPG cylinders, if used, must be handled strictly in line with safety norms; leakage checks are mandatory before use.
- The Association reserves the right to refuse permission for on-site cooking at its sole discretion, even if the Declaration is submitted, particularly for large gatherings.

7. Booking Procedure

- Every function requires prior written approval from the FM Office; no event shall be conducted without such approval.
- Booking shall be confirmed only after: (a) payment of applicable booking charges, (b) submission of Residents details, (c) payment of refundable security deposit, (d) declaration of expected guest vehicle count under Section 15 (Parking), and (e) submission of the Cooking Declaration (Annexure A), where applicable.
- Bookings shall generally be allotted on a first-come-first-served basis, subject to Association discretion for date/slot conflicts.
- On dates of Society/Association events pre-declared as ECOS Cultural Events, the FM Office may deny or refuse to accept a resident's booking of the Banquet Hall for that particular date, at its sole discretion.
- The Banquet Hall, Lawn, and other bookable areas may be booked only by Residents/Owners/Tenants of the Society for their own personal or family events. Booking on behalf of, or for the benefit of, outsiders (non-residents) is strictly not permitted.
- Only Residents are allowed to book the Banquet Hall for their own personal use. No booking shall be permitted on behalf of, or for the benefit of, relatives.
- In the event of cancellation of a confirmed booking, for any reason whatsoever, 25% of the total booking charges shall be deducted/forfeited, and only the balance amount shall be refunded to the Residents.

7.1 Booking Charges

Booking Type	Charges
Complete Banquet Hall (including the small Banquet Hall, kitchen, and Lawn) for 12 hour	Rs. 18,000+GST
Bigger Banquet Hall (small & big) with kitchen For 12 Hour	Rs. 13,000+GST
Small Banquet Hall with kitchen for 12 Hour	Rs. 7,000+GST
Banquet Hall (including the Bigger & Small Banquet Hall, kitchen, and Lawn) for 06 Hour	Rs. 12,000 + GST
Banquet Hall (Bigger & Small Banquet Hall with kitchen) for 6 Hour	Rs. 7,000 + GST
Hourly booking — Small Banquet Hall with kitchen (for small personal events such as birthday parties or get-togethers); minimum booking of 3 hours	Rs. 1,000 per hour+GST

Note: The above booking charges (except the hourly booking rate) are for one full day, where "one day" shall mean the period from 5:00 AM to 11:59 PM on the date of the event.

- If the Residents requires access to the Banquet Hall one day prior to the actual date of the event (e.g., for setup/decoration), charges shall apply on an hourly basis at Rs. 1,000 per hour for such prior-day usage.
- Cleaning charges of Rs. 2,500 shall be applicable separately for every event, for either the 12-hour or 6-hour booking, where the booking includes the Lawn; and Rs. 2,000 shall be applicable for either the 12-hour or 6-hour booking, where the booking does not include the Lawn, in addition to the applicable booking charges and security deposit.
- **Note:** If the booking is on a 6-hour or 12-hour basis and the actual usage exceeds the booked hours, Rs. 1,000 + GST shall be charged extra per hour, as per the additional time used by the Residents.
- For hourly bookings (Small Banquet Hall with kitchen), cleaning charges shall be applicable at Rs. 300 per hour, instead of the flat Rs. 2,500 cleaning charge, in addition to the applicable booking charges and security deposit.

Refundable Security Deposit by Booking Type

Booking Type	Refundable Security Deposit
Complete Banquet Hall (including the small Banquet Hall, kitchen, and Lawn)	Rs. 15,000
Bigger Banquet Hall booking	Rs. 10,000
Small Banquet Hall with kitchen booking	Rs. 5,000
Hourly booking — Small Banquet Hall with kitchen	Rs. 3,000

8. Security Deposit

- A refundable security deposit shall be collected before every event.
- Refund shall be made only after a satisfactory joint inspection of the venue by FM.
- Cleaning charges, repair cost, and restoration cost shall be deducted from the deposit wherever applicable.
- If damages exceed the security deposit, the Residents shall pay the balance amount within seven days of intimation, failing which the balance amount shall automatically be added to the Residents' monthly CAM (Common Area Maintenance) charges for recovery.

9. Responsibilities of the Organizer

The Residents shall be fully and solely responsible for the conduct, safety compliance, and any acts or omissions of:

- Guests and invitees
- Caterers and cooking staff
- Decorators and event managers
- Photographers, DJs, and musicians
- Any other vendor engaged for the event

The Residents shall ensure that all such persons comply fully with this SOP.

10. Catering & Cooking Guidelines

- Cooking shall be permitted only at the designated kitchen/cooking location approved by FM, and only after the Declaration under Section 6 has been submitted and accepted.
- Cooking directly in the Banquet Hall seating area, lawns, or any other common area is strictly prohibited.
- No oil, grease, detergent, wastewater, or food residue shall be discharged on the floor, drains, walkways, or open ground other than designated waste points.
- Caterers shall arrange their own dustbins and remove all waste immediately after the event.

11. Cleanliness & Restoration

Immediately after the function, the Residents shall ensure removal of food waste, plastic bottles, paper cups, plates, tissues, decorations, packaging material, thermocol, and all disposable items. The venue shall be restored to its original condition.

12. Noise Control

- Music/sound systems shall comply with applicable Government noise regulations.
- Loudspeakers and DJ systems shall stop within permissible hours as intimated by FM at the time of booking.
- Residents in the vicinity of the Banquet Hall shall not be disturbed beyond permissible limits.

13. Safety Requirements

In addition to the notice in Section 5 regarding kitchen use, the Residents shall ensure:

- No blockage of fire exits or emergency access routes.
- Safe handling of LPG cylinders and electrical wiring/equipment.
- A working fire extinguisher is kept accessible if cooking is undertaken.
- Children are supervised at all times, particularly near the kitchen/cooking area.

14. Decorations

Decorations shall not damage walls, electrical fittings, lighting, or flooring. No nails or drilling shall be permitted anywhere in the Banquet Hall.

15. Parking

- The Residents shall independently arrange adequate parking for all guests, vendors, and invitees attending their event. The Association/FM Office does not guarantee or allocate dedicated parking for any function.
- At the time of booking, the Residents must declare to the FM Office the expected number and type of guest vehicles (2-Wheelers / 4-Wheelers), so that the FM Office has advance visibility of the anticipated parking load.
- Guest vehicles shall be parked only in designated parking areas. Emergency access roads shall remain free at all times.
- The responsibility for orderly parking and the conduct of the Residents' guests' vehicles rests solely and entirely with the Residents.
- The Association and FM Office shall not be responsible for any mismanagement, disputes, damage, loss, or theft relating to guest parking arising out of the event, including where guest vehicles are parked in unauthorized locations.

16. Role of FM Office

- Explain this SOP, including the cooking-declaration and parking-declaration requirements, to the Residents before confirming the booking.
- Collect the signed Cooking Declaration (Annexure A) and the expected guest-vehicle count before confirming the booking.
- Inspect the venue before and after the event, with photographs.
- Supervise general compliance during the event.
- Submit a violation report to the BOM, if any.
- Certify the venue after cleaning and release the security deposit accordingly.

17.Damages & Penalties

Any damage to the Banquet Hall, kitchen, fittings, furniture, lighting, plumbing, or other Association assets shall be recovered from the Residents, in addition to the following:

Violation	Action
Cooking without submitting Declaration (Annexure A)	Immediate stoppage of cooking; forfeiture of security deposit
Littering / dirty venue after event	Cleaning cost recovery / security deposit deduction
Property or equipment damage	Actual repair/replacement cost recovered from Residents
Oil/detergent/wastewater discharge	Restoration cost + penalty as decided by BOM
Noise violation beyond permissible hours	Warning; penalty on repeat violation
Fire/safety non-compliance (e.g., no extinguisher)	Immediate stoppage of event activity; penalty as decided by BOM
Guest count exceeding permitted capacity (Section 3)	Restriction of further entry / removal of excess guests; penalty as decided by BOM
Parking mismanagement / vehicles parked in unauthorized areas	Warning to Residents; vehicle liable to be moved/towed at Residents' cost; Association/FM not responsible for any resulting loss or damage
Non-compliance with FM instructions	Security deposit deduction
Repeat violation by resident	Suspension of Banquet Hall booking privilege
Repeat violation by vendor/caterer	Vendor blacklisting
Unauthorized use of Cabana area (not part of any booking)	Immediate vacation of Cabana; security deposit deduction; penalty as decided by BOM

18.Liability & Indemnity

The Residents shall remain fully, solely, and personally responsible for all acts, omissions, injuries, damages, fire incidents, or any other mishap arising from the use of the Banquet Hall — including, in particular, from any cooking activity undertaken on the premises and from parking arrangements made for the event's guests — whether performed by the Residents, a hired cook, caterer, valet, or any other person on the Residents' behalf.

The President, Secretary, Treasurer, any other Office Bearer, member of the Board of Managers, the Facility Management team, and the Association as a body shall not be held liable or responsible in any manner for any loss, injury, death, or damage arising from cooking, guest parking, or any other activity conducted by the Residents or persons engaged by the Residents during the event.

19. Blacklisting

The Association may blacklist any caterer, decorator, or vendor who repeatedly violates this SOP.

ANNEXURE A

DECLARATION-CUM-INDEMNITY FOR COOKING & GUEST PARKING

I, the undersigned, being the resident/owner of Flat No. _____, booking the Banquet Hall for an event on _____(date), hereby declare and undertake as follows:

Cooking

- I am aware that the kitchen attached to the Banquet Hall is not designed or equipped for full-fledged or large-scale cooking.
- I have chosen to permit cooking of food within the kitchen/Banquet Hall premises for my event, entirely at my own risk and discretion.
- I shall be solely and completely responsible for any mishap, fire, injury, loss of life, or property damage that may occur due to cooking activity during my event.
- I undertake to arrange a working fire extinguisher at the cooking location and to ensure safe handling of LPG cylinders and electrical equipment throughout the event.
- I accept full liability for the conduct of any cook, caterer, or vendor engaged by me for cooking purposes.

Guest Parking

- I confirm that I am solely and independently arranging parking for all guests, vendors, and invites attending my event.
- I have declared to the FM Office the expected number of guest vehicles for my event: 2-Wheelers _____ and 4-Wheelers _____.
- I accept that the responsibility for orderly parking and conduct of my guests' vehicles rests entirely with me, and that the Association and FM Office shall not be responsible for any mismanagement, dispute, loss, theft, or damage relating to guest parking arising from my event.

General

- I confirm that the President, Secretary, Treasurer, any other Office Bearer, member of the Board of Managers, the Facility Management team, and the Association as a body shall NOT be held responsible or liable in any manner whatsoever for any mishap covered under this Declaration.
- I have read and shall comply with the SOP for Banquet Hall Booking issued by the Association.

Residents' Name: _____

Flat No./ Tower No: _____

Mobile No.: _____

Expected Guest Vehicles — 2-Wheelers: _____ **4-Wheelers:** _____

Signature: _____

Date: _____

For Office Use — FM Acknowledgement

Received by (FM Representative): _____

Date & Time: _____

Booking Approved (Yes/No): _____

APPROVAL

This SOP has been approved by the Board of Managers (BOM), ECOS Residents' Welfare Association, and shall be mandatory for all residents booking or using the Banquet Hall. It shall remain in force until amended or replaced by the BOM.

President: Mohan_Sinha
Digitally signed by Mohan_Sinha
Date: 2026.08.29 10:38:43 +05'30'

Secretary: MRINAL SARKAR
Digitally signed by MRINAL SARKAR
Date: 2026.09.02 11:35:43 +05'30'

Date of Approval: 25 Aug 2026