

TERMS & CONDITIONS

ROOM HIRE & MINIMUM REQUIREMENTS

All prices quoted and inclusive of GST. Whilst every effort is taken to maintain prices, they are subject to change at the discretion of management at the Watergardens Hotel. Please be advised the room hire fee is non-refundable, this applies to cancellations.

ROOM HIRE RATES & MINIMUM SPEND

The room hire rates are subject to a minimum spend based on the room and day of week in which your event takes place. The minimum spend can be reached with a combination of food and beverages. If you do not reach min spend over the two factors you will not be refunded the difference. Your event's coordinator will work with you to find ways to meet your minimum spend requirements. The room hire fee & minimum spend fee is a set value regardless of how many guests are at your event.

BOOKING CONFIRMATION

All catering requirements are to be communicated at least 14 days prior to your event. Final attendee numbers are required 7 days prior to your event. The room hire fee must be paid to secure your event date, this will be considered your deposit. Your deposit is non-refundable. If you cancel your event after the payment of your deposit we are able to credit this amount to the deposit of your next event which must take place within 12 months following the cancellation of your initial event date. Your event date is not considered 100% confirmed until your deposit has been paid.

FULL PAYMENT

Full payment of the minimum spend plus the \$200 bond or the total value of the Food whichever is greater must be paid in full 14 days prior to the event. Once this payment is made this is non-refundable. Bar tabs on the night must be paid in full at the conclusion of your event. The Venue reserves the right to cancel any function where the payment is not made in full. A 15% surcharge is applied to food and Beverage purchased on public holidays.

DIETARY REQUIREMENTS & FOOD

All dietary requirements are to be submitted and confirmed at the time of the final food payment, 14 days prior to the event. If special dietary requirements are not notified to your functions coordinator during your final appointment, it is not guaranteed that we will be able to cater your request. Food licensing prohibits food produced on premises to be taken off the premise. The kitchen closing time is 9:00PM, therefore the last hot food service for your event must be prior to 9:00PM.

EXTERNAL CATERING

External catering is prohibited at the Watergardens Hotel. Birthday cakes by agreement with the function coordinator is the only exception to this. If in the case an agreement has been made where catering is provided by a source external to that of the Watergardens Hotel (including birthday cake), the Watergardens Hotel assume no liability for any negative outcome caused due to the food provided.

RESPONSIBLE SERVICE OF ALCOHOL & NON-SMOKING POLICY

Clients are to be responsible and assist with ensuring the orderly behaviour of their guests during a function. Berwick Springs Hotel reserves the right to intervene where necessary and remove from the premises any persons behaving in an irresponsible manner. Responsible service of alcohol, non-smoking and related laws will be enforced during the function.

LARGE FUNCTIONS

If your event exceeds 110 guests, you are required to hire both event space (Lineal room & Legends room). No exceptions.

GUEST ENTRY

Guest entry to the function will only be permitted in accordance with the agreed start and finish times. The venue reserves the right to refuse entry to any patron in accordance with the responsible service of alcohol procedures. Minors are permitted to attend the function only when accompanied by a legal guardian. Valid ID is required for every guest attending any private function at this venue. Anyone who is unable to provide valid proof of age documentation confirming that they are 18yrs+ (key pass, drivers license, passport) or who is not accompanied by a legal guardian will not be permitted entry.

DECORATIONS

Any additional equipment, decorations or props required, other than those supplied by the venue must be approved by the functions coordinator a minimum of 2 weeks prior to the event date. The Venue reserves the right to refuse or disallow any equipment, decorations or props deemed offensive or dangerous. If the host has hired additional decorations from a 3rd party these must be collected by 10am the following day. The Venue accept no liability to any props or decorations used; this is solely the hosts responsibility. Unauthorized decorations include: glitter, scattered foil, confetti, confetti balloons, wax candles and sparklers. No adhesive is to be used on walls, doors or framing of the venue to mount decorations.

Initial: _____

Date: _____

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DAMAGE

Please be advised that organizers are financially responsible for any damage, theft, breakage or vandalism sustained to the function room or wider Watergardens hotel facility inflicted by your guests or as a result of your function. Should any extra cleaning be required to return the event space back to a satisfactory condition, this will be charged to the client. The venue does not accept responsibility for damage or loss of personal property of function guests left at the venue prior, during or following the event. All client and guest possessions must be removed from the venue immediately following the function. At payment and the end of the function if there is no damage or intensive cleaning caused by the host or a guest of the host the bond will be taken off the tab at the end of the night.

MUSIC & ENTERTAINMENT

Strict conditions apply to entertainment volume, in consideration of the hotels patrons dining in our bistro and other functions taking place. Solo, duo or trio acts along with DJ's are permitted. All entertainment must be authorized by the hotel functions coordinator prior to the event. Should the venue request the volume be reduced at any time during the function this is expected to be changed immediately.

EQUIPMENT & AUDIO VISUAL

A large projector and screen, compatible with both Apple and Window's devices can be utilized via the use of a HDMI and USB port. Flip chart and microphone use is also available upon request. Public liability may be required for use of external equipment.

SECURITY

Security is required for any event with 60pax or above. Security guards are also required for any other events or celebrations that the venue deems necessary. The cost per guard is \$50 per hour. The amount of guards needed for a function is determined by the Events manager. This payment is to be made 14 days prior to the event date. This payment is non-refundable.

BAR STAFF

If additional staff are required for your event, you may request another staff member for the duration of your event for an additional \$250. This payment is to be made 14 days prior to your event date.

CANCELLATIONS

Deposit's are non-refundable. If you cancel your event after payment has been made, we are unable to refund your deposit. If you have cancelled your event within 14 days of the event date, you may be able to negotiate the use of your payments as a credit towards your next event. As they are non-refundable, all negotiations of this nature are decided by the Events Coordinator and Venue Manager and will only be taken into consideration within reason. The Watergardens hotel reserves the right to withhold refunds if they do not comply with this refund policy. We are not obliged to refund or credit the money towards future events.

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CANCELLATIONS

Deposit's are non-refundable. If you cancel greater than 14 days prior to your event, we are able to credit your deposit towards your next event with us if it is held within 12 months of the initial event date. Cancellations made within 14 days of your event are non-refundable. If you have cancelled your event within 14 days of the event date, you may be able to negotiate the use of your payments as a credit towards your next event. As they are non-refundable, all negotiations of this nature are decided by the Events Coordinator and Venue Manager and will only be taken into consideration within reason. The Watergardens hotel reserves the right to withhold refunds if they do not comply with this refund policy. We are not obliged to refund or credit the money towards future events.