

EST 1858

FAMILY HOTEL

BATHURST

TERMS & CONDITIONS

FUNCTION TIMING: Event start and finish times are specified in your event documentation and must be adhered to. We will not delay food service for any circumstances or extend your booking time if you arrive late. If your event continues after the designated finish time a fee of \$300 per hour will apply

CANCELLATION POLICY: Cancellation notice must be provided in writing. Deposit will be fully refunded if cancellation is received with a minimum of 14 days' notice, prior to event date. Cancellation after this time will result in a loss of all monies paid. In case of unforeseen circumstances, extreme weather conditions, or accidents, we reserve the right to cancel any booking and refund any deposit payments made.

MENU & BEVERAGES: Our menus can be subjected to seasonal changes; menu selections must be finalised 7 days prior to your event. If menus are not built within the time limit, the Chef/Co-ordinator will select for you. Bar tab limits and details must be finalised prior to your event. Wristbands will be given to the host to distribute. BYO beverages such as (beers, wines, spirits or non-alcoholic) are not permitted at The Family Hotel Venue.

MINIMUM SPEND: A minimum spend value can be discussed for any event, this spend can be split between food and drink selections. The minimum spend food total must be paid no later than the date provided on the run sheet for your event. Any bar spend is to be finalised at the end time of your event. Membership points are not allowed to be used in any payment for any event. Minimum spend amounts must be paid in full, there is no refunds outside of the minimum spend agreement.

RSA POLICIES: The Family Hotel strictly follows all laws stated for RSA license handling. This includes a change over from glassware to polycarbonate cups at 8pm. Under no circumstances at all will we allow the consumption of alcohol to anyone under the age of 18. Volatile behaviour will not be accepted towards patrons or staff; we reserve the right to remove anyone displaying this behaviour from the premises immediately upon report/witness.

GUEST CONFIRMATION: Final numbers are to be confirmed no later than 7 days prior to your event. Changes made after this date will incur fees.

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DIETARIES & ALLERGENS: Dietary requirements must be provided in writing no later than 7 days before your event date. Dietary requirements cannot be catered to after this date. Whilst the Chef and kitchen staff will do their utmost to comply, we cannot guarantee, as our kitchen does use a wide variety of ingredients daily.

PERSONAL BELONGINGS: Valuable or personal belongings should not be left at the venue. The Family Hotel takes no responsibility for these items.

OUTSIDE CATERING: No external food or catering is permitted in at The Family Hotel, this excludes any discussion had with Management about cakes.

DECORATIONS: The Event Co-Ordinator must approve any table decorations or styling props. The Family Hotel is not responsible for the set up or pack down of any styling or décor provided by the customer. Any unauthorised decorations will be removed. For authorised large scale styling installations, your vendor must provide The Family Hotel with a copy of their public liability insurance. Access to the space must be organised and approved on by the Event Co-Ordinator. Any damages made to in house decorations, intentional or not will incur a damage fee.

CLEANING FEE: For any kids' birthdays a cleaning fee is automatically applied for the event. Any additional cleaning will be charged, at the discretion of Management, should the premises be left in an un-acceptable state.

NAME:

PH:

EMAIL:

SIGNATURE: **DATE:**

CREDIT CARD DETAILS

NAME ON CARD:

CARD NUMBER:

EXP: **CVC/CVV:**

*No charges will be made to the credit card provided without prior contact from management.