



## Function Terms & Conditions

### 1. Deposit & Payment

To confirm your booking a deposit is required. This amount will be deducted from your total spend once food/drinks have been confirmed.

Deposit amounts are:

0-100 people \$250; 101-200 \$400; 201+ \$500

**All payments must be made in full seven (7) days prior to your function taking place.** Payments for Food & Beverage Packages must be paid in full fourteen days prior to event. EFT, credit cards and cash are welcome. Please note that credit card payments incur a 1.5% bank surcharge.

If payment is not made in full seven (7) days prior to the function, your booking may be cancelled. In this instance any deposit paid is forfeit.

Function details, itemised cost and dates payments are required will be confirmed by the Collector Hotel in writing at the time your function is confirmed.

### 2. Venue Hire

Collector Hotel does not charge for venue hire.

### 3. Unconfirmed Bookings & Cancellations

Tentative bookings will be held for seven days from the date of enquiry. Bookings will only be confirmed once a deposit has been paid. A non-refundable deposit is required to secure the booking. Events may be cancelled up to twenty one (21) days prior to the scheduled date with no penalty. Up to 100% of the predicted value of the event will be forfeited if cancelled within seven days (7) of the scheduled date of the event.

In the unlikely event that the venue needs to cancel your event or move your event from your requested function area, the hotel will take all reasonable steps to ensure:

- in the case of event cancellation you are given as much notice as is reasonably possible and that you are refunded in full any money already paid.
- in the case of relocation, the venue will take all reasonable measures to ensure notice is given and that the room is configured as close to the original area as possible.

The venue accepts no responsibility for event that have to be cancelled due to acts of god, inclement weather or any other matter which is unforeseen by the venue and deemed likely to be unforeseen.

#### **4. Function Time**

The duration of all functions will be a maximum of five hours from the start time. Finish time may be no later than 2am.

The client agrees to begin and end the function at the scheduled times agreed upon. All guests may remain at the venue (for hotel trading hours) post function but room exclusivity does not remain and you may be relocated to other areas within the venue.

#### **5. Food & Service Time**

Food must be ordered and confirmed no later than seven (7) days prior to function. No amendments to food items will be accepted within seven (7) days of event taking place.

Service times for food must be confirmed no later than seven (7) days prior to function. Food will go out at this time. We strongly recommend that you select a service time where you can be certain all of your guests will have arrived. Food cannot be held back or delayed as it is made fresh to order.

Unless otherwise requested, all food will be placed on allocated food tables within the function area for guests to help themselves.

#### **6. Bar Tab**

If a bar tab is to be used on the night for the guests, a credit card payment must be made prior to function commencement.

## **7. Beverage Packages**

All persons attending the function are counted on the beverage package (exception of underage guests) If additional numbers RSVP, these guest can be paid for on the night prior to the start of the event.

Guests are welcome to buy their own drinks on consumption if no bar tab or package is purchased.

\*Collector Hotel supports the Responsible Service of Alcohol, Management reserves the right to refuse service and ask patrons to leave the venue.

## **8. Entertainment**

Due to insurance issues, no equipment may be brought into the hotel, with the exception of the DJ music player (mixer).

Collector Hotel can arrange many forms of entertainment for your function; including DJ's, Juke Box, Karaoke, Photo Booth, Photographers, Bands etc. Please contact us for details.

## **9. Audio Visual Equipment**

We have a full state of the art sound system that is available for use for designated functions upon prior arrangement. Facilities are also available for bands or you can, upon request, have your own DJ play for your event. Costs for venue sound & lighting will be incurred by the organiser – any DJ arranged through the hotel includes all sound & lighting costs. The venue takes no responsibility for damage to any external equipment brought to the hotel.

We also have facilities to cater for speeches and plasma & projection screens available for use, i.e. photo slide shows, meetings, video etc

## **10. Decorations**

Under no circumstances are clients to move furniture or hang decorations etc. All decorations and furniture set up will be attended to by hotel staff. Decorations must be delivered to the hotel early on day of function. Any signage must be approved by management in writing in advance. Room design, furniture style and decoration will be set in accordance with client's direction.

We are able to provide some complimentary decorations; such as balloons (1 per guest), coloured tablecloths and fairy lights. Should you require additional items please liaise with our functions manager as to what we can provide for you (please note additional charges may apply - POA).

## **11. Finalising Details**

All details must be confirmed in writing and payment made in full seven (7) days prior to the function date. This includes menus, beverages, decorations, audio visual, entertainment as well as starting and finishing times. Final guest numbers are also required. Charges will be based on these, or the final head count, whichever is greater. Plans for all events must be approved in writing by the Collector Hotel. This includes all matters pertaining to the delivery, set-up and packaging of equipment supplied by the client.

## **12. Staffing**

All menu and beverage pricing includes standard service for food and beverage. This includes standard bar service and food items being circulated on trays and offered to your guests once before being placed on allocated tables within the function area for your guests to help themselves.

We are able to offer premium service with wait staff dedicated solely to your function or private bar facilities (charged at \$30 per hour, per staff). Staff and security levels may need to be increased depending on the anticipated number of guests and the type of function you are holding. Some predetermined charges may apply to ensure the safety and privacy for your guests however management will advise this upon making your booking.

All staff remain the responsibility of the hotel and will not be controlled nor directed by the client.

## **13. Dress Code**

All guests must abide by the hotel dress policy at all times for entry into our venue. Please note our dress code does change after 9pm so if your function continues after 9pm please be aware that all guests not appropriately dressed will be asked to leave. Our standard dress code is:

- Smart Casual dress
- No thongs
- No singlets
- No ripped or dirty clothing

## **14. Identification**

All guests, with the exception of minors, are required under NSW law to provide valid ID to enter the hotel. Valid ID constitutes a valid/current passport, a current/valid driver's license or a current/valid NSW ID card.

### **15. Minors (under 18 years of age)**

The Collector Hotel welcomes minors (any person under the age of 18 years old) to unrestricted areas of our venue so long as they are in the direct presence of a legal guardian.

Minors are not permitted to be at the bar even whilst they are with their parents or in any gaming areas of the hotel.

Minors are not permitted to be in the hotel any later than 11pm.

### **16. Safety & Security**

Additional security must be provided for all 18<sup>th</sup> and 21<sup>st</sup> birthday parties. The hourly rate for guards is \$40.00 with shifts being a minimum of 4 hours. One guard is required for every 50 guests.

For all other events security charges may apply dependent on the nature of the function and type of entertainment requested, this will be confirmed when function details are complete.

Although all possible care is taken, the Collector Hotel does not accept responsibility for any items left at the hotel during or after a function.

### **17. Responsible Service of Alcohol (RSA)**

The Collector Hotel supports and practices the responsible service of alcohol and has a safe environment policy relating to matters of WHS (work health safety) which include, but are not limited to, the items listed below. The Collector Hotel reserves all rights to refuse entry and/or service to any person who do not meet the RSA requirement (as per the guidelines set out by Office of Liquor Gaming and Racing) or those who are deemed to breach our safe environment policy, as determined by Collector Hotel management, staff and/or security.

- Any person who appears intoxicated
- Any person who uses, is seen to use or is deemed to be under the influence of illegal drugs
- Any person who is abusive or quarrelsome
- Any person who is behaving in manner that is deemed to be harmful to themselves or others

A person is deemed intoxicated if:

- Their speech, balance, co-ordination or behaviour is noticeably affected; and

- It is reasonable, given the situation, to believe that this due to the consumption of alcohol.

## **18. Refusal of Service or Entry**

Any patrons under the influence of alcohol or drugs will be asked to leave the premises. Management has the right to refuse entry and refuse service to any patrons as they are obliged via Responsible Service of Alcohol laws and legislations.

A licensed venue may refuse entry or eject a patron if they are:

- Intoxicated
- Violent, quarrelsome or disorderly
- Smoking in a smoke-free area
- Suspected of having or using illicit drugs on the premises
- Behaving in a way that causes the licensee to commit an offence under the liquor laws
- Not following reasonable request from hotel staff & security
- It is reasonable to suspect that their behaviour / actions are the result of consumption of alcohol

A person who has been refused entry or ejected from a licensed venue must:

- Leave the venue and vicinity immediately (50 metres)
- Not re-enter or remain in the vicinity for 6 hours
- Not re-enter the venue for 24 hours

Under NSW law if any person does not adhere to the above steps when requested the police must be called and the person will be dealt with under the penalties of the NSW liquor act.

## **19. Damage to Property**

Any damage caused during the function by the client or by any contractors or their guests will be the responsibility of the client.

## **20. Other Events**

The Collector Hotel reserves the right to book and accommodate multiple functions in the venue at any one time.

The Collector Hotel at all times reserves all rights on the areas within the hotel and may as the need arises give priority to other bookings that are in the best interest of the business.

**21. Photography**

The Collector Hotel reserves the right to photograph any function or function set-up. These photos may be used for website, e-marketing and other advertising purposes.

**22. Indemnity**

The client shall indemnify and agrees at all times hereafter to keep the Collector Hotel indemnified from and against all claims, demands, losses, damages, costs and expenses of any nature whatsoever for which the Collector Hotel may become liable in respect to or in any way arising (including anything of a consequential nature) from this agreement excepting any claim, demand, loss, damage, costs or expenses arising directly or indirectly from the negligence of Collector Hotel or any of its servants, agents or employees.