



GROUP BOOKING FORM

Thank you for making your reservation at Collector Hotel. We do require this form to be filled out accurately and returned by email to info@collectorhotel.com.au as soon as possible to secure your reservation. Through completing this form, you authorise Collector Hotel, to deduct the specified amount from your credit card.

All pre-ordered food must be paid in full, 7 days out from the function date. In the event of cancellations or reduction in numbers within the 7 day period, this money is non-refundable. Should you require a receipt, please ask at the bar when closing your account, as invoices cannot be produced after this time.

Areas reserved are held for 15 minutes from your nominated commencement time. Should no representatives from your party be present, the space will revert back to public use, regardless of whether pre-ordered food has been arranged. Collector Hotel Parramatta requires at least 50 percent of the expected guests to be present within this 15 minute timeframe. Should numbers differ from those confirmed by the client or required as per the above conditions, management reserves the right at any time and for any reason (in consultation with the client) to reduce or increase the size of the reserved area as deemed necessary. Collector Hotel will not serve food after 10pm and all areas booked will be for general public use after 12am.

In the event of poor weather Collector Hotel Parramatta cannot guarantee that alternative spaces under cover can be made available. By completing this form, you agree to adhere to the attached Terms and Conditions.

BOOKING DETAILS

BOOKING TITLE/OCCASION _____

CONTACT NAME _____

PHONE _____ EMAIL _____

FUNCTION DATE _____ FUNCTION TIME _____

NUMBER OF PEOPLE _____ TOTAL \$ TO BE CHARGED _____

CREDIT CARD DETAILS

TYPE OF CARD *(please circle)* *AMEX BANKCARD VISA MASTERCARD

**There is a 1.8% surcharge for Amex payments*

NAME OF CARD HOLDER _____

CREDIT CARD NUMBER _____

3 DIGIT AUTHORISATION NUMBER *(4 IN THE CASE OF AMEX)* _____

EXPIRY DATE ____/____/____ CARD HOLDER SIGNATURE _____



TERMS AND CONDITIONS

1. DEPOSIT AND 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: 0-100 people \$250; 101-200 \$400; 201+ \$500. The deposit paid will be taken off your bill. Deposits are non-refundable.

All payments must be made in full seven 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 Amex payments incur a 1.8 percent 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 forfeited.

Function details, itemised costs and dates of when payments are required, will be confirmed by the Collector Hotel by email at the time your function is confirmed.

2. VENUE HIRE

Collector Hotel does not charge for venue hire

3. UNCONFIRMED BOOKINGS & CANCELLATIONS

Bookings will only be confirmed once a deposit has been paid, A non-refundable deposit is required to secure the booking. Up to 100 percent 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 extremely unlikely event that the venue needs to cancel your event or move your event from your 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 refunded any money already paid. If the venue requires you to move from one location of the venue to another, the venue will take all reasonable measure to ensure notice is given and 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 was 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 midnight (unless agreed with management prior to the function).

The client agrees to begin & 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 & you may be relocated to other areas of the venue.



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5. FOOD & SERVICE TIME

Food must be ordered and confirmed no later than seven days prior to function. No amendments to food items will be accepted within seven days of event taking place. Service times for food must be confirmed no later than seven 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 TABS

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.

Beverage packages must be paid for in full seven (7) days prior to the function date. All persons attending the function are counted on the beverage package (exception of underage guests) If additional numbers RSVP, these guests 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.

7. ENTERTAINMENT

Due to insurance issues and the successful running of the 'The Ginger Tiger' Restaurant, entertainment will only be allowed in certain circumstances. To avoid disappointment please ensure that any entertainment queries are raised prior to you confirming your booking.

In the limited circumstances that the hotel agrees to entertainment, guests will need to use the Hotels preferred entertainment provided. Management will have Strict volume and music Genre controls.

8. AUDIO VISUAL EQUIPMENT

Should it be approved by hotel, 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 bought to the hotel.

We also have facilities to cater for speeches and plasma & projection screens available for use on request) i.e. photo slide shows, meetings, video etc (there may be additional charges for these .

9. DECORATIONS

Under no circumstances are clients to move furniture or hang decorations without



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prior approval by management. Any decorations must be hung with blue tak (no tape is to be used as it removes the paint from walls)

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.

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).

10. FINALISING DETAILS

All details must be confirmed in writing & paid 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.

11. STAFFING

All menu and beverage pricing includes standard service for food and beverage. This includes 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 and standard bar service (your guests being served at the bar).

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.

12. 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 To avoid disappointment, Fancy Dress themes must be approved by management prior to booking the function i.e. (no themes which management deems offensive will be allowed).



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13. 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. Should one of your guests not provide valid ID, the hotel reserves the right to ask this guest to leave the premises.

14. 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. Any minor caught consuming alcohol will be asked to leave immediately and the function may be cancelled immediately.

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.

15. SAFETY & SECURITY

Security must be provided for all 21st birthday parties. 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.

16. 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



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17. 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.

18. DAMAGE TO PROPERTY

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

19. 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.

20. 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.

21. 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.