

TERMS & CONDITIONS



Thank you for considering the Westend Market Hotel for your event. These terms & conditions contain the whole contract between the Westend Market Hotel & our clients. The terms & conditions are binding & no alterations can be made without the approval of the Events Manager or the Venue Manager. These terms & conditions must be abided by or your event may be cancelled.

Bookings: All bookings are considered tentative until a 10% deposit & a bond is paid to confirm the booking. Tentative bookings need to be confirmed with 7 days or the event will not proceed. High risk events such as 21st birthdays or events held in our club may require a higher bond. A high-risk event is determined by the hotel management. Payments can be made via cash, credit card and direct deposits. The Westend Market hotel reserves the right to cancel a tentative booking if the deposit & bond are not made within 7 days of booking.

Bonds: Bonds will be returned within 3 working days after the event provided that the event space has not sustained any damage. This will also extend to the external areas of the hotel. Damage may include but is not limited to holes in walls/ doors, graffiti, damage to furniture or fixtures of the hotel.

Final Payment: Final payment must occur no later than 14 days prior to your event. All food selections, guest numbers, set up requirements & dietary requirements are to be finalised at this time. No alterations can be made after this period. No refund will be given if final numbers decrease after this time. Increase in numbers may occur if adequate notice is given & the extra payment is made at the time of the increase. Any events occurring on public holidays will incur extra fees to cover public holiday rates for staff & security.

Cancellation Policy: All events held at the venue may be cancelled no later than fourteen (14) days prior to the scheduled event date. Cancellations made within fourteen (14) days of the event may result in the forfeiture of all monies paid.

Event Duration: All events held have a maximum duration of 5 hours. All events will conclude at 12am. Additional time may be granted by the Events Manager or Venue Manager prior to the event being held. Additional time will incur an extra charge to be determined by hotel management. Any additional time fee will need to be paid for at the same time of final payments. High risk events may not be granted additional hours.

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Security: Any security required for events will be provided by the Hotel company at the expense of the client. The Westend Market Hotel will not allow security to be outsourced by the client. Any high-risk events may require additional security guards to be present. Security guards' cost will depend on when the event is being held. This cost will be given in a full written quote prior to the event being confirmed.

Liquor Licencing: In accordance with Australian Standards, The Westend Market Hotel practices the Responsible Service of Alcohol (RSA).

- The Westend Market Hotel practices strict RSA and reserves the right to refuse service to any patron that the staff deem intoxicated, aggressive or under age.
- A child under the age of 18 must be accompanied by a parent or legal guardian & at no time left unattended on the premises including carparks. Minors must leave the premises no later than 10pm.
- Minors are not allowed to be given any alcohol of any description at any time while on premise.
- Under liquor licencing laws a person, parent or licensee must not supply alcohol to a minor at any time. Attempting to buy or supply liquor to a minor may incur a penalty that exceeds \$6,000.
- Guest who are determined to be intoxicated or quarrelsome must leave the premises when requested. Failure to comply may incur a penalty that exceeds \$13,000.
- Failure to comply with any of the above-mentioned conditions will result in the event being terminated on the spot & all payments made will be forfeited.

Responsibility of Event host:

- The host is responsible for all guest that have been invited to the event and is liable for all damage caused anywhere within the venue including but not limited to the function room, club, toilets & car park.
- It is the hosts responsibility to make sure that all events held within the venue are conducted in compliance of our rules & legal requirements. Any activities that management consider to be illegal, offensive, dangerous to staff & customers or disrupt normal trade anywhere in the venue will result in the event being terminated immediately.
- Host will cover all expenses incurred by the hotel due to damage to or theft of hotel or customer property
- High risk events may require higher qualifications to adhere to all legal guidelines.

Decorations, cakes & DJ:

- Decorations can be used in the event spaces but there is not to be any sticky tape, double sided tape or other adhesive products used that may cause damage to walls, windows, or other surface. Blu tack may be used on these surfaces.

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- Candy buffets can be purchased as an add on to your function package. As well as balloons colour coded to your event. No outside food or drinks are permitted to be brought in other than a pre-arranged cake such as a birthday cake.
- DJ's & live bands can perform at any event with prior consent from the management at the venue. All DJ's & live bands must supply their own sound & lighting equipment. DJ equipment may be outsourced to an external company & this cost would be passed on in full.
- Chair covers & other deco items are available for events at an extra cost.

Event booking Name: _____

Event Date: _____

Nominated Person: _____

Contact Number: _____

This person will be required to be contacted by the hotel prior the event to communicate their responsibilities on the nominated night of the function.

I, _____, acknowledge that I will be the responsible person for the event listed above and will remain available on-site until the conclusion of the event to assist Management in any manner required, as agreed.

This includes assisting with the removal of any guest who may be asked to leave the premises.

I understand that if a patron is asked to leave and refuses to comply, Management reserves the right to immediately cancel the event, require all guests to vacate the premises, and retain 100% of all monies paid for room hire and food.

I further acknowledge that any outstanding liquor and beverage tab will be charged to the nominated credit card held by the venue.

Name: _____

Signed: _____

Date: _____