

BOOKING / TERMS

- 1.1 Tentative bookings are held for 3 days by which time confirmation must be made in writing and a deposit received. If a confirmation has not been received, Roundhouse Hotels reserves the right to cancel the booking and allocate the venue to another client.
- 1.2 To confirm a reservation please return your signed terms and conditions and a \$1,000.00 deposit directly to the hotel within one (1) week of making your tentative booking. All deposits will be credited towards your final account pending guest adherence to these terms and conditions.
- 1.3 Event run sheet must be signed and returned prior to the commencement of the event.

CATERING REQUIREMENTS:

- 2.1 Selected menus and dietary requirements are required at least two (2) weeks prior to the event, unless prior arrangement is made.
- 2.2 For catering & billing purposes, final confirmation of guests attending the function is required one (1) week prior to the event. (Conference booking – 72 hours prior to event)
- 2.3 Clients are not permitted to bring their own food or beverages onto the premises, unless pre-arranged by Management in writing.
- 2.4 Should numbers increase on the day of the event we will do our best to accommodate your catering requirements but cannot guarantee availability of catering supplies.
- 2.5 A.C.T health & safety regulations do not permit food to be taken off the premises at any time.

CANCELLATIONS:

- 3.1 All cancellations must be received in writing. Cancellations will not be verbally accepted.
- 3.2 All deposits are non-refundable.
- 3.3 Between 30 and 7 working days' notice, 75% of the total estimated cost for the event will be charged.
- 3.4 Less than 7 working days' notice ~ 100% of the total estimated cost for the event will be charged.
- 3.5 We understand that you may need to change the date of your event; we will attempt to fit in with any changes of date where space is available. If the requested dates are not within 30 days of the original date, it will be treated as a cancellation.

OVERTIME SURCHARGES:

- 4.1 A surcharge of 25% on Sundays and public holidays is applicable. This surcharge will be applied to the final account. Events which run past midnight on a Saturday night are subject to surcharge.
- 4.2 Organisers agree to commence and vacate the function rooms at the times agreed with management. Early access to the function area is to be pre-arranged with management. A venue hire charge of \$250.00 per hour will apply for any functions that continue past the agreed finishing time.
- 4.3 Any cleaning, setup or packing down of clients' equipment or goods will incur an overtime surcharge. This must be pre-arranged with management prior to the commencement of the event at which time the amount of the charge will be determined.
- 4.4 A minimum Food & Beverage Spend: \$2000.00 is required on a Sunday or Public Holiday for the event to go ahead.

PAYMENT:

- 5.1 Total payment shall be made 7 days prior to the event otherwise the event will be cancelled.
- 5.2 Credit card will be charged 7 days prior to event.
- 5.3 A 30 day account may be arranged with management prior to the event.
- 5.4 In the event, credit is required, the amount will be refunded within 14 working days after the event.

- 5.5 A pre-authorisation of the requested bar tab amount will be taken prior to the reception. In the event the tab amount is not reached the outstanding amount will be released within 5-7 working days.

PRICES:

- 6.1 All prices are current at time of booking and are subject to change at any time without given notice.

COMMISSION:

- 7.1 All rates are non-commissionable, unless otherwise negotiated.

LOSS OR DAMAGE OF GOODS:

- 8.1 The organiser will indemnify the Roundhouse Hotels and its employees against all losses, liabilities and expenses (including legal costs on a solicitor and own client basis) arising out of or in connection with, whether directly or indirectly.
- 8.2 Any breach by the organiser of its obligations under this agreement; or omission involving fault or negligence on the part of the organiser.
- 8.3 The organiser's liability to indemnify the Roundhouse Hotel Group under Clause 1 (above) will be reduced proportionately to the extent that any breach of this agreement by the Round House Hotel Group, or any act or omission involving fault or negligence on the part of the Roundhouse Hotel Group, contributed to the loss, liability or expense.
- 8.4 A cleaning fee of \$500.00 will be charged for misuse of toilets, stains on carpet and any damage to hotel property.

RESPONSIBILITY:

- 9.1 Should the hotel be unable to provide the facilities reserved due to circumstances beyond our control, no further claim other than the entitlement to a full refund of any deposits paid may be made. The hotel will endeavour to provide the organiser with reasonable notice.

GUEST CONDUCT:

- 10.1 Roundhouse Hotel Group reserves the right to refuse service, escort guests out or close functions should guests be found behaving inappropriately.
- 10.2 Roundhouse Hotel Group provides beverages in accordance with the responsible service of alcohol. To assist with your guests' safety a responsible service of alcohol contact within the event must be appointed by the organiser. This contact will assist management in the liaison with guests in the event that a responsible service of alcohol issue arises during the event.
- 10.3 The liquor licensing act prohibits the licensed person from serving alcohol to persons under age or persons staff believes may be intoxicated. In the event of a function being closed; the federal police will be contacted to escort guests from the premises.
- 10.4 Refunds will not be issued if your function has been terminated due to guest misconduct.