

## **TWIN TOWN MEMBERS BIRTHDAY PACKAGES**

### **TERMS & CONDITIONS**

**Twin Towns Members' Birthday packages are subject to the following terms and conditions:**

It is with pleasure that we offer our facilities to you and we look forward to wishing you a Happy Birthday!

The following are our general Terms and Conditions which will apply to your birthday party booking at Twin Towns Clubs and Resorts.

#### **1. ARE YOU A MEMBER?**

The birthday person must be over 21 years of age and be a full Advantage Member of Twin Towns Clubs and Resorts for no less than one year from the date of their birthday.

#### **2. THE OFFER**

##### **2.1 Free Room Hire**

Free room hire with a saving of up to \$850.00 in either the River, Bay, Border, Wharf, Signatures, Terraces and Visions.

##### **2.2 Discount on Catering**

10% of the Banquet Menus offered at the time of enquiry.

#### **3. VALIDITY**

This offer is valid for one event only in the month of your birthday each year. Member must book and be present at the event and the offer is not transferrable to another person. All rooms subject to availability.

#### **4. BOOKINGS & PAYMENT**

##### **4.1 Initial Bookings**

An initial booking must be confirmed as soon as possible and will be held for a maximum 14 days.

##### **4.2 Confirmation and Deposit**

Confirmation of the booking and payment of the deposit is required within 7 days of the initial booking. The deposit will be at least equal to 20% of the total charge of your event.

##### **4.3 Final Attendance**

Final charges will be based on the number of people attending the function or the minimum guaranteed number, whichever is the greater.

##### **4.4 Payment**

Final catering and/or beverages (if a package is chosen) are to be paid 3 days prior to your function. Final beverage and other outstanding costs are to be paid at the conclusion of the function. Cash or credit cards are acceptable on the evening of the event.

##### **4.5 Surcharges**

A surcharge will be applicable for events held on Sundays and Public Holidays. The current surcharge is 15% of the final invoice. The rate of surcharge for these days is 15% and will be notified to you at the time of confirmation of your booking.

#### **5. MENU, FOOD & BEVERAGE**

##### **5.1 Menu**

Menu and beverage selections must be confirmed at least 7 days prior to the function and will be the basis of the minimum guaranteed attendance numbers for your event.

## **5.2 Dietary**

We will cater for dietary requirements where possible, however 7 days' notice is essential and menu variations may incur additional charges. We are unable to guarantee supply of some dietary requirements and this will be advised by the Events Team should this situation arise.

## **5.3 Food & Beverage**

No food or beverage is to be brought onto the Club premises with the exception of festive cakes by prior arrangement with the Events Team. Instructions on storage, display and service of cakes are necessary. No liability is taken for cakes/food brought onto the premises. All food not consumed with the exception of festive cakes remains the property of the Club.

## **6. DECORATIONS**

Decorations or pictures supplied by you must not be adhered to walls or ceilings.

## **7. SECURITY**

Arrangements for special security can be made upon request and will attract an additional charge. Particular events may require specific security arrangements and are subject to associated charges. The Club reserves the right to make the decision on whether or not additional security is required. The Clubs also reserves the right without liability to exclude or eject any or all objectionable persons from the premises.

## **8. CLIENT RESPONSIBILITY**

**8.1** It is your responsibility to ensure that all attendees behave in an orderly manner during the event. Guests are expected to comply with the behavioural codes of the venue and licensing laws, such as Responsible Service of Alcohol, under which the venue operates.

**8.2** Any damage to premises, persons or equipment as a result of disorderly conduct by guests at the event is the responsibility of the hirer.

**8.3** All care but no responsibility will be taken in respect to damage or loss of goods left on the premises prior to, during or after the event. Appropriate insurance cover should be taken out at the discretion of the hirer to provide coverage in this instance.

**8.4** Venue Management will, at our absolute discretion, take all reasonable actions to ensure the conduct of your event is within acceptable standards, in accordance with the relevant laws and is a safe, harmonious and enjoyable event.

## **9. CANCELLATIONS**

Cancellations of your function must be made by you in writing. If the event is cancelled with less than 60 days' notice, deposits will be refunded only if the function room is resold. When bookings are cancelled within 30 days of the event, 50% of the deposit will be refunded should the room be subsequently resold at an equal or higher fee. The full deposit will be retained in lieu of costs incurred for cancellation notice of 14 days or less.

## **10. PRIVACY**

The venue privacy policy is available at [www.twintowns.com.au](http://www.twintowns.com.au)

## **11. RESORT ACCOMMODATION**

Conveniently located adjacent to Twin Towns is the deluxe Mantra Twin Towns Resort, featuring stylishly appointed hotel rooms and choice of apartments. Your event co-ordinator will be pleased to offer attractive and affordable accommodation options for you and/or your guests when booking your birthday package at Twin Towns.

## **12. ENTRY TO TWIN TOWNS SERVICES CLUB**

Please remind guests that entrance to the Club is subject to relevant State legislation. Guests who are not financial members of Twin Towns Services Club must produce photographic identification and sign into the Club as a visitor. Guests who live within a 5 kilometre radius of the venue being attended must be the guest of a member to use the Clubs' facilities. Children must be accompanied by a responsible adult at all times. Please consider our local residents when leaving the premises.