

TERMS & CONDITIONS

Below are the general terms and conditions for our facilities that apply to all event bookings. If you have any questions, please ask one of our Events Team. These terms and conditions set out the obligations of each party. It is essential that a personal or electronic appointment be made with a member of the Events Team to communicate and confirm the details of your function.

We look forward to working with you on your upcoming event.

1 BOOKINGS & PAYMENT

1.1 Initial Bookings

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

1.2 Confirmation and Deposit

Confirmation of the booking and payment of the deposit is required within 14 days of the initial inquiry to confirm a booking. The deposit required will depend on the nature of your function and will be at least the equal of the room hire charge. A higher deposit may be payable if your event requires us to enter into external arrangements on your behalf.

1.3 Final Attendance

Final charges will be based on the number of people attending the function or the minimum guaranteed number whichever is the greater. Final numbers are required no later than 7 days prior to your event.

1.4 Payment

Catering, entertainment, equipment, estimated bar usage and other associated costs are to be paid 7 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.

1.5 Prices

Catering prices are current at the time of the quotation but may be subject to revision if the cost of providing the catering varies between the time of the quotation and the time of the function. If this occurs you will be provided with notice of the increase. Some items also become unavailable and may need to be substituted.

1.6 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.

2 MENU, FOOD & BEVERAGE

2.1 Menu

Menu and beverage selections must be confirmed at least 30 days prior to the function and will be the basis of the minimum guaranteed attendance numbers for your event. All food and beverage menus are subject to seasonal change. Should the menu and beverages selections not be provided within 14 days of the date of the event then we reserve the right to cancel your event which will result in the loss of any deposits made by you.

2.2 We will cater for dietary requirements where possible, however 30 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.

2.3 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. In some cases special requests for catering will be sourced offsite. This is only permissible through approved suppliers to the Club, a list of which will be provided as the need occurs.

3 ENTERTAINMENT

Assistance with the organisation of entertainment for your event is available from the Events Team. All entertainment must be approved by the Venue. All entertainers must adhere to directives setting out volume levels and completion times.

Entertainment may not be offensive to any person or employee. The venue reserves the right to cease any entertainment which contravenes the requirements at our absolute discretion.

4 DECORATIONS

Decorations or pictures supplied by the hirer or the hirers agent must not be adhered to the walls and ceilings.

5 SUPPLIERS

All suppliers, decorators, corporate clients and entertainers must produce a certificate of currency for public liability insurance to the venue prior to the event.

6 EXTENDED HOURS

Additional labour or venue charges will apply if your event continues after the agreed completion time. Extended arrangements are at the discretion of Management at the time of the function and are also subject to licensing conditions.

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 behavioral 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 ADVERTISING

All advertising and signage is subject to the prior approval of Venue Management. Prior written permission is required to use the Club's name and/or logo in print and/or audio visual display. All proposed artwork must be approved by the Club's management prior to publication. Approval may be withheld at the absolute discretion of Venue Management and entering into an agreement to hire does not create a right to use the Venues intellectual property.

10 CANCELLATIONS

Cancellations of function rooms by you must be advised 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.

11 PRIVACY

The venue privacy policy is available at www.twintowns.com.au.

12 RESORT ACCOMMODATION

Conveniently located, adjacent to Twin Towns Club is the deluxe, The Sebel Twin Towns Resort, featuring stylish appointed hotel rooms and a myriad of apartment choices. Your event co-ordinator would be pleased to offer attractive and affordable accommodation options, when booking your next event at Twin Towns Club.

13 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.

I HEREBY ACCEPT THE TERMS AND CONDITIONS

NAME / COMPANY NAME

DATE

SIGNATURE